

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
395001	PASSAVANT RETIREMENT AND HEALT	401 SOUTH MAIN STREET
395001	PASSAVANT RETIREMENT AND HEALT	401 SOUTH MAIN STREET
395001	PASSAVANT RETIREMENT AND HEALT	401 SOUTH MAIN STREET
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
ZELIENOPLE	PA	16063	(724) 452-5400
ZELIENOPLE	PA	16063	(724) 452-5400
ZELIENOPLE	PA	16063	(724) 452-5400
NEW CASTLE	PA	16101	(412) 654-7791
NEW CASTLE	PA	16101	(412) 654-7791
NEW CASTLE	PA	16101	(412) 654-7791
NEW CASTLE	PA	16101	(412) 654-7791

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
04/27/2010	06/09/2010
12/30/2010	02/28/2011
02/07/2012	03/16/2012
10/26/2009	10/30/2009
10/26/2009	11/11/2009
10/26/2009	10/27/2009
09/09/2010	11/08/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
Health	Environmental Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike	Widespread	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395006	ST JOSEPH'S MANOR (DBA ENTITY OF HRHS)	STREET 1616 HUNTINGDON PIKE
395011	HIGHLAND CENTER, GENESIS ELDER	1050 BROADVIEW BOULEVARD
395011	HIGHLAND CENTER, GENESIS ELDER	1050 BROADVIEW BOULEVARD
395012	MENNO-HAVEN, INC.	2075 SCOTLAND AVENUE
395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD
395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD
395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MEADOWBROOK PA 19046 (215) 938-4000

BRACKENRIDGE PA 15014 (724) 224-9200

BRACKENRIDGE PA 15014 (724) 224-9200

CHAMBERSBURG PA 17201 (717) 263-8545

MUNHALL PA 15120 (412) 462-8002

MUNHALL PA 15120 (412) 462-8002

MUNHALL PA 15120 (412) 462-8002

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/17/2009

03/06/2009

04/30/2009

05/08/2009

10/12/2011

11/21/2011

04/21/2011

05/19/2011

12/05/2008

01/07/2009

10/09/2009

11/24/2009

03/29/2010

05/19/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

surroundings.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Pattern

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that a working call system is available in each resident's room or bathroom and bathing area.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MUNHALL	PA	15120	(412) 462-8002
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BEAVER	PA	15009	(724) 775-7100
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BEAVER	PA	15009	(724) 775-7100
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BEAVER	PA	15009	(724) 775-7100
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BEAVER	PA	15009	(724) 775-7100
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BEAVER	PA	15009	(724) 775-7100
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BEAVER	PA	15009	(724) 775-7100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/15/2011

11/30/2011

12/23/2008

02/10/2009

04/15/2009

06/11/2009

04/15/2009

06/11/2009

03/04/2010

04/29/2010

03/04/2010

04/29/2010

08/20/2010

10/12/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395015

FRIENDSHIP RIDGE

246 FRIENDSHIP  
CIRCLE

395015

FRIENDSHIP RIDGE

246 FRIENDSHIP  
CIRCLE

395019

ARISTACARE AT MEADOW SPRINGS

845 GERMANTOWN  
PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BEAVER	PA	15009	(724) 775-7100
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BEAVER	PA	15009	(724) 775-7100
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PLYMOUTH MEETING	PA	19462	(610) 279-7300
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PLYMOUTH MEETING	PA	19462	(610) 279-7300
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PLYMOUTH MEETING	PA	19462	(610) 279-7300
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PLYMOUTH MEETING	PA	19462	(610) 279-7300
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/22/2010

02/15/2011

08/03/2011

09/30/2011

12/09/2008

01/23/2009

12/09/2008

01/23/2009

01/27/2009

02/06/2009

02/12/2009

02/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give the right treatment and services to residents who have mental or social problems adjusting.

Isolated

Actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable.

Pattern

Potential for minimal harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/09/2010

05/20/2010

04/27/2010

05/19/2010

04/27/2010

05/19/2010

05/07/2010

05/20/2010

08/09/2010

08/30/2010

11/04/2010

12/01/2010

12/29/2010

02/17/2011

12/29/2010

02/17/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Administration Deficiencies

Health Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Widespread	Minimal harm or potential for actual harm
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395020	BAPTIST HOMES OF WESTERN PENNSYLVANIA	489 CASTLE SHANNON BLVD
395020	BAPTIST HOMES OF WESTERN PENNSYLVANIA	489 CASTLE SHANNON BLVD
395020	BAPTIST HOMES OF WESTERN PENNSYLVANIA	489 CASTLE SHANNON BLVD
395023	PHOEBE RICHLAND HCC	108 SOUTH MAIN STREET
395023	PHOEBE RICHLAND HCC	108 SOUTH MAIN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH MEETING	PA	19462	(610) 279-7300
PLYMOUTH MEETING	PA	19462	(610) 279-7300
PITTSBURGH	PA	15234	(412) 563-6550

PITTSBURGH	PA	15234	(412) 563-6550
PITTSBURGH	PA	15234	(412) 563-6550

RICHLANDTOWN	PA	18955	(267) 371-4516
RICHLANDTOWN	PA	18955	(267) 371-4516

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/29/2010

02/17/2011

12/29/2010

02/17/2011

08/04/2009

09/30/2009

08/04/2009

09/30/2009

08/03/2011

09/30/2011

09/13/2010

10/08/2010

02/15/2011

03/11/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

when the resident is ready to leave the nursing home.		
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15217	(412) 421-8443
PITTSBURGH	PA	15217	(412) 421-8443
PITTSBURGH	PA	15217	(412) 421-8443
PITTSBURGH	PA	15217	(412) 421-8443
PITTSBURGH	PA	15217	(412) 421-8443
PITTSBURGH	PA	15217	(412) 421-8443
MCMURRAY	PA	15317	(724) 941-7150
MCMURRAY	PA	15317	(724) 941-7150
MCMURRAY	PA	15317	(724) 941-7150

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/24/2010

04/12/2010

02/24/2010

04/12/2010

02/24/2010

04/12/2010

01/18/2012

02/17/2012

01/18/2012

02/17/2012

01/18/2012

03/04/2012

01/25/2010

03/08/2010

01/25/2010

03/08/2010

07/05/2011

08/05/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Administration Deficiencies
Health	Resident Rights Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Administration Deficiencies
Fire Safety	Miscellaneous Deficiencies
Fire Safety	Automatic Sprinkler Systems Deficiencies
Health	Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that the attending doctor orders special diets.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
fire safety features required by current fire safety codes.	Widespread	Potential for minimal harm
an approved automatic sprinkler system connected to the fire alarm system.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395034	VINCENTIAN HOME	111 PERRYMONT ROAD
395034	VINCENTIAN HOME	111 PERRYMONT ROAD
395034	VINCENTIAN HOME	111 PERRYMONT ROAD
395037	MANORCARE HEALTH SERVICES-KINGSTON COURT	2400 KINGSTON COURT

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MCMURRAY	PA	15317	(724) 941-7150
MCMURRAY	PA	15317	(724) 941-7150
MCMURRAY	PA	15317	(724) 941-7150
PITTSBURGH	PA	15237	(412) 366-5600
PITTSBURGH	PA	15237	(412) 366-5600
PITTSBURGH	PA	15237	(412) 366-5600
YORK	PA	17402	(717) 755-8811

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/05/2011

08/05/2011

07/25/2011

08/17/2011

07/25/2011

08/17/2011

02/17/2009

04/08/2009

02/17/2009

04/08/2009

01/31/2012

03/02/2012

03/14/2011

04/04/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395041 TWINBROOK MEDICAL CENTER 3805 FIELD STREET

395041 TWINBROOK MEDICAL CENTER 3805 FIELD STREET

395044 GOLDEN LIVINGCENTER-OAKMONT 26 ANN STREET

395045 MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE 2050 TREVORTON ROAD

395045 MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE 2050 TREVORTON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16511	(814) 898-5600
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ERIE	PA	16511	(814) 898-5600
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OAKMONT	PA	15139	(412) 828-7300
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OAKMONT	PA	15139	(412) 828-7300
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OAKMONT	PA	15139	(412) 828-7300
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OAKMONT	PA	15139	(412) 828-7300
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COAL TOWNSHIP	PA	17866	(570) 644-4400
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COAL TOWNSHIP	PA	17866	(570) 644-4400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/08/2011

07/15/2011

07/07/2011

07/21/2011

06/19/2009

07/19/2009

06/19/2009

07/19/2009

11/18/2009

01/13/2010

09/23/2010

11/08/2010

04/08/2009

05/07/2009

04/08/2009

05/07/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

property.

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
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Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395047	GREENLEAF NURSING HOME AND CON	400 SOUTH MAIN STREET
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

COAL TOWNSHIP	PA	17866	(570) 644-4400
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COAL TOWNSHIP	PA	17866	(570) 644-4400
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DOYLESTOWN	PA	18901	(215) 348-2980
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BROOMALL	PA	19008	(610) 356-0100
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BROOMALL	PA	19008	(610) 356-0100
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BROOMALL	PA	19008	(610) 356-0100
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BROOMALL	PA	19008	(610) 356-0100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/26/2010

07/06/2010

05/26/2010

07/06/2010

03/08/2010

03/16/2010

09/16/2009

10/22/2009

04/28/2010

06/11/2010

04/28/2010

06/11/2010

11/15/2010

01/03/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	(610) 356-0100
YORK	PA	17403	(717) 843-9866
YORK	PA	17403	(717) 843-9866
YORK	PA	17403	(717) 843-9866
CLAIRTON	PA	15025	(412) 653-1128
CLAIRTON	PA	15025	(412) 653-1128
CLAIRTON	PA	15025	(412) 653-1128

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/02/2011

06/03/2011

06/03/2009

07/10/2009

07/07/2011

08/31/2011

07/07/2011

08/31/2011

12/17/2010

01/31/2011

03/23/2011

04/19/2011

04/18/2011

05/23/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395067	GREEN RIDGE CARE CENTER	2741 BOULEVARD AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CLAIRTON	PA	15025	(412) 653-1128
CLAIRTON	PA	15025	(412) 653-1128
SCRANTON	PA	18509	(570) 344-6121
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/18/2011

05/23/2011

11/14/2011

12/29/2011

10/08/2009

11/23/2009

01/21/2009

02/02/2009

02/27/2009

04/01/2009

02/27/2009

04/01/2009

02/27/2009

04/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Pharmacy Service Deficiencies

Health Pharmacy Service Deficiencies

Health Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

grooming and hygiene.		
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400
PITTSBURGH	PA	15232	(412) 665-2400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/08/2009

06/16/2009

01/27/2010

03/10/2010

01/27/2010

03/10/2010

01/27/2010

03/10/2010

03/04/2010

03/22/2010

04/21/2010

05/25/2010

04/21/2010

05/25/2010

04/21/2010

05/25/2010

11/24/2010

12/13/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/13/2009

02/09/2009

01/13/2009

02/09/2009

01/13/2009

02/09/2009

03/18/2009

04/13/2009

03/18/2009

04/13/2009

03/18/2009

04/13/2009

09/14/2009

10/05/2009

10/13/2009

10/23/2009

01/15/2010

03/15/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Mistreatment Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Mistreatment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

dehydration.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Have licensed, certified, or registered staff to give needed services.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/22/2010

02/05/2010

01/22/2010

02/05/2010

02/25/2010

03/15/2010

02/25/2010

03/15/2010

02/25/2010

03/15/2010

05/10/2010

07/09/2010

05/10/2010

07/07/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Actual harm
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Make sure that the nursing home area is free of dangers that cause	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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HARRISBURG	PA	17111	(717) 565-7000
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/10/2010

05/27/2010

05/10/2010

05/27/2010

05/10/2010

05/27/2010

05/10/2010

07/07/2010

05/10/2010

05/27/2010

06/23/2010

07/07/2010

06/23/2010

07/09/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing,	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG PA 17111 (717) 565-7000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010

09/13/2010

08/25/2010

09/13/2010

10/01/2010

10/15/2010

11/24/2010

12/03/2010

01/21/2011

02/11/2011

04/12/2011

04/25/2011

04/12/2011

04/25/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.

Pattern

Minimal harm or potential for actual harm

Give or get lab tests to meet the needs of residents.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Pattern

Minimal harm or potential for actual harm

Keep safe, clean and homelike surroundings.

Pattern

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000
HARRISBURG	PA	17111	(717) 565-7000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/12/2011

04/25/2011

04/12/2011

04/25/2011

04/29/2011

05/17/2011

04/29/2011

05/17/2011

04/29/2011

05/17/2011

07/12/2011

07/25/2011

08/18/2011

09/13/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	(717) 565-7000
EASTON	PA	18042	(610) 258-2801
EASTON	PA	18042	(610) 258-2801
EASTON	PA	18042	(610) 258-2801
EASTON	PA	18042	(610) 258-2801
EASTON	PA	18042	(610) 258-2801

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/08/2011

11/15/2011

12/17/2008

12/30/2008

02/22/2010

04/12/2010

02/22/2010

04/12/2010

02/08/2011

03/29/2011

02/08/2011

03/29/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

for Medicaid, along with the names and addresses of State groups that can help.

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Let each resident choose a personal doctor.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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WILLOW GROVE	PA	19090	(215) 659-3060
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/26/2008

01/26/2009

11/12/2009

12/01/2009

12/30/2009

01/19/2010

03/22/2011

04/27/2011

03/22/2011

04/27/2011

03/22/2011

04/27/2011

03/22/2011

04/27/2011

04/18/2011

05/09/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Administration Deficiencies

Health Mistreatment Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Store, cook, and give out food in	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395080	PHOEBE ALLENTOWN HEALTH CARE	1925 TURNER STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLOW GROVE	PA	19090	(215) 659-3060
WILLOW GROVE	PA	19090	(215) 659-3060
BROOMALL	PA	19008	(610) 356-0800
BROOMALL	PA	19008	(610) 356-0800
BROOMALL	PA	19008	(610) 356-0800
BROOMALL	PA	19008	(610) 356-0800
BROOMALL	PA	19008	(610) 356-0800
BROOMALL	PA	19008	(610) 356-0800
BROOMALL	PA	19008	(610) 356-0800
ALLENTOWN	PA	18104	(610) 794-5300
ALLENTOWN	PA	18104	(610) 794-5300
ALLENTOWN	PA	18104	(610) 794-5300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/18/2011

05/09/2011

09/22/2009

10/26/2009

02/03/2010

03/17/2010

07/29/2010

09/04/2010

11/01/2010

12/20/2010

11/01/2010

12/20/2010

03/21/2011

04/20/2011

12/22/2009

01/06/2010

12/22/2009

01/06/2010

02/03/2011

02/19/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Nutrition and Dietary Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Potential for minimal harm
Try to resolve each resident's	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395084	SOMERTON CENTER	650 EDISON AVENUE
395084	SOMERTON CENTER	650 EDISON AVENUE
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18104	(610) 794-5300
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PHILADELPHIA	PA	19116	(215) 673-5700
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PHILADELPHIA	PA	19116	(215) 673-5700
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MONTROSE	PA	18801	(570) 278-3836
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MONTROSE	PA	18801	(570) 278-3836
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MONTROSE	PA	18801	(570) 278-3836
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/05/2011

04/26/2011

04/01/2009

04/14/2009

08/02/2010

08/09/2010

05/12/2009

06/30/2009

05/12/2009

06/30/2009

05/12/2009

06/30/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

complaints quickly.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Check and update (if needed) each resident's assessment every 3 months.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
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395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
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395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
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395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
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395094	BERKS HEIM	1011 BERKS ROAD
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395094	BERKS HEIM	1011 BERKS ROAD
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395094	BERKS HEIM	1011 BERKS ROAD
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395094	BERKS HEIM	1011 BERKS ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MONTROSE	PA	18801	(570) 278-3836
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MONTROSE	PA	18801	(570) 278-3836
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MONTROSE	PA	18801	(570) 278-3836
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MONTROSE	PA	18801	(570) 278-3836
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LEESPORT	PA	19533	(610) 376-4841
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LEESPORT	PA	19533	(610) 376-4841
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LEESPORT	PA	19533	(610) 376-4841
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LEESPORT	PA	19533	(610) 376-4841
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009

09/15/2009

08/04/2009

09/15/2009

01/26/2011

02/15/2011

01/26/2011

02/15/2011

02/09/2009

03/13/2009

08/19/2009

10/05/2009

08/19/2009

10/05/2009

08/19/2009

10/05/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse	Widespread	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395094	BERKS HEIM	1011 BERKS ROAD
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395095	BRYN MAWR TERRACE, THE	773 EAST HAVERFORD ROAD
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395095	BRYN MAWR TERRACE, THE	773 EAST HAVERFORD ROAD
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395102	MALTA HOME	105 MALTA DRIVE
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395102	MALTA HOME	105 MALTA DRIVE
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395102	MALTA HOME	105 MALTA DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LEESPORT	PA	19533	(610) 376-4841
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BRYN MAWR	PA	19010	(610) 525-8300
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BRYN MAWR	PA	19010	(610) 525-8300
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GRANVILLE	PA	17029	(717) 248-3988
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GRANVILLE	PA	17029	(717) 248-3988
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GRANVILLE	PA	17029	(717) 248-3988
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/14/2010

09/27/2010

02/12/2010

03/17/2010

04/26/2011

05/13/2011

03/06/2009

04/05/2009

03/06/2009

04/05/2009

05/22/2011

06/25/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

aide every year; or 2) give regular training for the nurse aides.

Immediately tell the resident, Isolated doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met. Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible. Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home Widespread

Immediate jeopardy to resident health or

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TREXLERTOWN	PA	18087	(610) 395-5661
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TREXLERTOWN	PA	18087	(610) 395-5661
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TREXLERTOWN	PA	18087	(610) 395-5661
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TREXLERTOWN	PA	18087	(610) 395-5661
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TREXLERTOWN	PA	18087	(610) 395-5661
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NEW OXFORD	PA	17350	(717) 624-2161
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NEW OXFORD	PA	17350	(717) 624-2161
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NEW OXFORD	PA	17350	(717) 624-2161
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NEW OXFORD	PA	17350	(717) 624-2161
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/08/2011

07/29/2011

07/08/2011

07/29/2011

07/23/2011

07/29/2011

02/16/2012

02/28/2012

02/16/2012

02/28/2012

12/01/2010

01/04/2011

12/01/2010

01/04/2011

12/01/2010

01/04/2011

04/25/2011

06/01/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Nutrition and Dietary Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Pharmacy Service Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the attending doctor orders special diets.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395109	BEAVER ELDER CARE AND REHAB	616 GOLF COURSE ROAD
395110	OAKWOOD HEALTHCARE & REHABILITATION CENTER	2109 RED LION ROAD
395117	LUTHERAN HOME AT TOPTON, THE	ONE SOUTH HOME AVENUE
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW OXFORD	PA	17350	(717) 624-2161
NEW OXFORD	PA	17350	(717) 624-2161
NEW OXFORD	PA	17350	(717) 624-2161
NEW OXFORD	PA	17350	(717) 624-2161
NEW OXFORD	PA	17350	(717) 624-2161
ALIQUIPPA	PA	15001	(724) 375-0345
PHILADELPHIA	PA	19115	(215) 673-7000
TOPTON	PA	19562	(610) 682-1400
CHICORA	PA	16025	(724) 445-2000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/25/2011

06/01/2011

04/25/2011

06/01/2011

04/25/2011

06/01/2011

04/25/2011

06/01/2011

04/25/2011

06/01/2011

07/01/2009

07/31/2009

08/31/2009

09/09/2009

04/13/2010

05/15/2010

03/02/2009

05/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Administration Deficiencies
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Health	Mistreatment Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give or get x-rays and other tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CHICORA	PA	16025	(724) 445-2000
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CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010

05/13/2010

04/17/2009

05/01/2009

05/04/2009

05/27/2009

05/04/2009

05/27/2009

05/04/2009

05/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be able to care for themselves, unless a change is unavoidable.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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CAMP HILL	PA	17011	(717) 763-7361
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/04/2009

05/27/2009

05/04/2009

05/27/2009

05/04/2009

05/27/2009

07/17/2009

07/29/2009

07/17/2009

07/29/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	(717) 763-7361
CAMP HILL	PA	17011	(717) 763-7361
CAMP HILL	PA	17011	(717) 763-7361
CAMP HILL	PA	17011	(717) 763-7361
PHILADELPHIA	PA	19131	(215) 581-0713
PHILADELPHIA	PA	19131	(215) 581-0713
PHILADELPHIA	PA	19131	(215) 581-0713
PHILADELPHIA	PA	19131	(215) 581-0713
PHILADELPHIA	PA	19131	(215) 581-0713

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/17/2009

07/29/2009

09/17/2009

11/03/2009

09/17/2009

11/03/2009

09/17/2009

11/03/2009

04/21/2009

05/15/2009

08/17/2009

09/21/2009

08/17/2009

09/21/2009

02/23/2010

04/06/2010

03/04/2010

04/12/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have licensed, certified, or registered staff to give needed services.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395135	PENNYPACK CENTER	8015 LAWNSDALE AVENUE
395138	MIFFLIN CENTER	500 EAST PHILADELPHIA AVENUE
395142	GOLDEN LIVINGCENTER-BLUE RIDGE MOUNTAIN	3625 NORTH PROGRESS AVE
395142	GOLDEN LIVINGCENTER-BLUE RIDGE MOUNTAIN	3625 NORTH PROGRESS AVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19131	(215) 581-0713
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PHILADELPHIA	PA	19131	(215) 581-0713
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PHILADELPHIA	PA	19131	(215) 581-0713
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PHILADELPHIA	PA	19111	(215) 725-2525
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SHILLINGTON	PA	19607	(610) 777-7841
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HARRISBURG	PA	17110	(717) 652-2345
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HARRISBURG	PA	17110	(717) 652-2345
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/12/2010

06/16/2010

12/01/2010

01/14/2011

01/27/2012

03/01/2012

10/08/2009

11/07/2009

09/16/2011

10/07/2011

03/06/2009

04/06/2009

02/05/2010

03/24/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395146

CANTERBURY PLACE

310 FISK STREET

395148

TIMBER RIDGE HEALTH CENTER

1555 EAST END  
BOULEVARD PLAINS  
TWP

395148

TIMBER RIDGE HEALTH CENTER

1555 EAST END  
BOULEVARD PLAINS  
TWP

395148

TIMBER RIDGE HEALTH CENTER

1555 EAST END  
BOULEVARD PLAINS  
TWP

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15201 (412) 622-9000

WILKES BARRE PA 18711 (570) 826-1011

WILKES BARRE PA 18711 (570) 826-1011

WILKES BARRE PA 18711 (570) 826-1011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/23/2009

05/26/2009

12/08/2008

12/18/2008

01/22/2009

02/24/2009

01/22/2009

02/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/22/2009

02/24/2009

01/22/2009

02/24/2009

03/26/2009

04/07/2009

05/07/2009

07/06/2009

05/07/2009

07/06/2009

07/24/2009

08/18/2009

05/19/2010

06/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE PA 18711 (570) 826-1011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/19/2010

06/16/2010

05/19/2010

06/16/2010

10/27/2010

12/01/2010

10/27/2010

12/01/2010

10/27/2010

12/01/2010

10/27/2010

12/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Have enough nurses to care for every resident in a way that maximizes the resident's well being.

Pattern

Minimal harm or potential for actual harm

post nurse staffing information.

Widespread

Potential for minimal harm

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.

Pattern

Minimal harm or potential for actual harm

Help and prepare each resident for a safe and easy discharge and transfer from the nursing

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395155	EVERGREEN HEALTH CARE CENTER	701 CLAY AVENUE
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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WILKES BARRE	PA	18711	(570) 826-1011
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SCRANTON	PA	18510	(570) 344-2800
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GREENVILLE	PA	16125	(724) 588-8090
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2010

12/01/2010

12/01/2010

12/16/2010

05/25/2011

07/20/2011

07/20/2011

08/16/2011

07/20/2011

08/16/2011

02/15/2011

04/08/2011

07/09/2009

08/07/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

home.		
Provide special eating equipment and utensils for each resident who needs them.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENVILLE	PA	16125	(724) 588-8090
GREENVILLE	PA	16125	(724) 588-8090
GREENVILLE	PA	16125	(724) 588-8090
GREENVILLE	PA	16125	(724) 588-8090
GREENVILLE	PA	16125	(724) 588-8090
MARS	PA	16046	(724) 625-1571
MARS	PA	16046	(724) 625-1571

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/09/2009

08/07/2009

02/16/2011

03/28/2011

08/23/2011

09/26/2011

08/23/2011

09/26/2011

10/25/2011

11/14/2011

10/21/2009

11/30/2009

01/04/2010

02/09/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395166	PEMBROOKE HEALTH AND REHAB RES	1130 WEST CHESTER PIKE
395166	PEMBROOKE HEALTH AND REHAB RES	1130 WEST CHESTER PIKE
395166	PEMBROOKE HEALTH AND REHAB RES	1130 WEST CHESTER PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MARS	PA	16046	(724) 625-1571
MARS	PA	16046	(724) 625-1571
MARS	PA	16046	(724) 625-1571
MARS	PA	16046	(724) 625-1571
MARS	PA	16046	(724) 625-1571
WEST CHESTER	PA	19380	(610) 692-3636
WEST CHESTER	PA	19380	(610) 692-3636
WEST CHESTER	PA	19380	(610) 692-3636

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/13/2010

06/04/2010

11/29/2010

12/28/2010

11/29/2010

12/28/2010

03/11/2011

04/09/2011

11/03/2011

11/04/2011

05/08/2009

06/17/2009

10/22/2009

12/08/2009

11/28/2011

12/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Fire Safety Exits and Egress Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment significantly, or the resident must be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
exits that are accessible at all times.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

			PIKE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE	

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17403	(717) 845-2661
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YORK	PA	17403	(717) 845-2661
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YORK	PA	17403	(717) 845-2661
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YORK	PA	17403	(717) 845-2661
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YORK	PA	17403	(717) 845-2661
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YORK	PA	17403	(717) 845-2661
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YORK	PA	17403	(717) 845-2661
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/30/2009

05/28/2009

12/30/2009

01/26/2010

12/30/2009

01/26/2010

09/09/2010

09/28/2010

05/19/2011

06/21/2011

05/19/2011

06/21/2011

05/19/2011

06/21/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide special eating equipment and utensils for each resident who needs them.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395171	WESTMINSTER VILLAGE	803 NORTH WAHNETA ST
395171	WESTMINSTER VILLAGE	803 NORTH WAHNETA ST
395171	WESTMINSTER VILLAGE	803 NORTH WAHNETA ST
395172	MANOR AT PENN VILLAGE, THE	51 ROUTE 204

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17403	(717) 845-2661
YORK	PA	17403	(717) 845-2661
YORK	PA	17403	(717) 845-2661
ALLENTOWN	PA	18103	(610) 434-6245
ALLENTOWN	PA	18103	(610) 434-6245
ALLENTOWN	PA	18103	(610) 434-6245
SELINGSGROVE	PA	17870	(570) 374-8181

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/19/2011

06/21/2011

05/19/2011

06/21/2011

07/08/2011

08/08/2011

08/07/2009

09/15/2009

11/04/2010

11/30/2010

02/01/2012

02/17/2012

01/28/2010

02/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:  
the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Keep safe, clean and homelike surroundings.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Listen to the resident or family groups or act on their complaints or suggestions.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395172	MANOR AT PENN VILLAGE, THE	51 ROUTE 204
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SELINGSGROVE	PA	17870	(570) 374-8181
HAVERTOWN	PA	19083	(610) 449-8600
HAVERTOWN	PA	19083	(610) 449-8600
HAVERTOWN	PA	19083	(610) 449-8600
HAVERTOWN	PA	19083	(610) 449-8600
ERIE	PA	16509	(814) 864-4081
ERIE	PA	16509	(814) 864-4081

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/27/2010

06/02/2010

01/16/2009

03/04/2009

01/16/2009

03/04/2009

11/03/2009

12/18/2009

11/19/2009

12/18/2009

10/06/2009

10/29/2009

11/13/2009

12/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Assess the resident when the resident enters the nursing home, in a timely manner.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	(814) 864-4081
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ERIE	PA	16509	(814) 864-4081
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ERIE	PA	16509	(814) 864-4081
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ERIE	PA	16509	(814) 864-4081
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ERIE	PA	16509	(814) 864-4081
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ERIE	PA	16509	(814) 864-4081
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AMBLER	PA	19002	(215) 646-7050
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AMBLER	PA	19002	(215) 646-7050
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/11/2010

09/23/2010

08/11/2010

09/23/2010

08/11/2010

09/23/2010

08/20/2010

09/23/2010

08/26/2010

09/23/2010

08/26/2010

09/23/2010

03/31/2010

05/19/2010

09/02/2010

10/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

AMBLER	PA	19002	(215) 646-7050
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AMBLER	PA	19002	(215) 646-7050
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AMBLER	PA	19002	(215) 646-7050
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AMBLER	PA	19002	(215) 646-7050
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AMBLER	PA	19002	(215) 646-7050
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AMBLER	PA	19002	(215) 646-7050
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LANCASTER	PA	17602	(717) 397-4281
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/02/2010

10/01/2010

12/06/2011

12/21/2011

01/27/2012

02/20/2012

01/27/2012

02/20/2012

01/27/2012

02/20/2012

01/27/2012

02/20/2012

02/27/2009

04/15/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

transfer or discharge that is not wanted or needed.		harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER PA 17602 (717) 397-4281

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/27/2009

05/19/2009

08/26/2009

09/17/2009

01/08/2010

01/21/2010

03/09/2010

04/15/2010

12/03/2010

12/30/2010

03/07/2011

04/26/2011

03/07/2011

04/26/2011

04/05/2011

04/26/2011

07/27/2011

09/08/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

resident.

Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Send and promptly deliver unopened mail to residents.	Isolated	Minimal harm or potential for actual harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395180	CORNWALL MANOR	BOYD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17602	(717) 397-4281
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LANCASTER	PA	17602	(717) 397-4281
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LANCASTER	PA	17602	(717) 397-4281
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LANCASTER	PA	17602	(717) 397-4281
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LANCASTER	PA	17602	(717) 397-4281
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CORNWALL	PA	17016	(717) 273-2647
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/27/2011

09/08/2011

09/19/2011

10/05/2011

10/12/2011

11/08/2011

11/17/2011

12/15/2011

12/16/2011

01/10/2012

04/15/2010

05/15/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395180	CORNWALL MANOR	BOYD STREET
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395193	GOLDEN LIVINGCENTER-ROSEMONT	35 ROSEMONT AVENUE
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395193	GOLDEN LIVINGCENTER-ROSEMONT	35 ROSEMONT AVENUE
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395193	GOLDEN LIVINGCENTER-ROSEMONT	35 ROSEMONT AVENUE
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395193	GOLDEN LIVINGCENTER-ROSEMONT	35 ROSEMONT AVENUE
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395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CORNWALL	PA	17016	(717) 273-2647
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ROSEMONT	PA	19010	(610) 525-1500
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ROSEMONT	PA	19010	(610) 525-1500
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ROSEMONT	PA	19010	(610) 525-1500
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ROSEMONT	PA	19010	(610) 525-1500
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NEW WILMINGTON	PA	16142	(724) 946-3511
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2010

05/15/2010

05/20/2010

06/04/2010

08/09/2010

09/21/2010

01/03/2012

02/01/2012

01/03/2012

02/01/2012

01/29/2009

02/17/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

needs and preferences of each resident.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-	100 ABBEYVILLE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW WILMINGTON	PA	16142	(724) 946-3511
NEW WILMINGTON	PA	16142	(724) 946-3511
NEW WILMINGTON	PA	16142	(724) 946-3511
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/21/2009

09/30/2009

10/09/2009

11/12/2009

10/26/2010

12/02/2010

02/25/2009

03/25/2009

04/09/2009

05/04/2009

08/14/2009

09/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395199	LANCASTER MANORCARE HEALTH SERVICES- LANCASTER	ROAD 100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	(717) 397-4261
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LANCASTER	PA	17603	(717) 397-4261
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LANCASTER	PA	17603	(717) 397-4261
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LANCASTER	PA	17603	(717) 397-4261
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LANCASTER	PA	17603	(717) 397-4261
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LANCASTER	PA	17603	(717) 397-4261
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/24/2010

04/06/2010

02/24/2010

04/06/2010

05/17/2010

06/08/2010

06/04/2010

06/22/2010

10/21/2010

12/07/2010

10/21/2010

12/07/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

medical records.		harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	LANCASTER	ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/21/2010

12/07/2010

10/21/2010

12/07/2010

11/15/2010

12/07/2010

11/15/2010

12/07/2010

02/24/2011

03/16/2011

02/24/2011

03/16/2011

08/01/2011

11/29/2011

08/01/2011

09/12/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

that meets all of a resident's needs, with timetables and actions that can be measured.		harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES- LANCASTER	100 ABBEYVILLE ROAD
395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD
395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD
395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD
395202	BROOMALL MANOR	43 CHURCH LANE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
LANCASTER	PA	17603	(717) 397-4261
ERIE	PA	16506	(814) 453-6641
ERIE	PA	16506	(814) 453-6641
ERIE	PA	16506	(814) 453-6641
BROOMALL	PA	19008	(610) 356-3003

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/01/2011

11/29/2011

09/26/2011

10/11/2011

09/26/2011

10/11/2011

03/11/2010

04/28/2010

01/27/2011

02/27/2011

01/27/2011

02/27/2011

05/01/2009

08/28/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Pharmacy Service Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Mistreatment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Pattern	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003
BROOMALL	PA	19008	(610) 356-3003

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/01/2009

08/28/2009

05/08/2009

08/28/2009

05/08/2009

08/28/2009

05/19/2009

08/28/2009

05/19/2009

10/09/2009

06/24/2009

10/09/2009

06/24/2009

08/28/2009

07/23/2009

10/09/2009

08/06/2009

08/28/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Resident Rights Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Let the appropriate people see and talk to each resident.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395202 BROOMALL MANOR 43 CHURCH LANE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL PA 19008 (610) 356-3003

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/06/2009

08/28/2009

08/06/2009

08/28/2009

08/06/2009

08/28/2009

09/15/2009

10/09/2009

04/01/2010

04/22/2010

05/20/2010

06/11/2010

05/20/2010

06/11/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395202 BROOMALL MANOR 43 CHURCH LANE

395203 PROSPECT PARK HEALTH AND REHAB 815 CHESTER PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL PA 19008 (610) 356-3003

PROSPECT PARK PA 19076 (610) 586-6262

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010

10/19/2010

04/15/2011

05/09/2011

04/15/2011

05/09/2011

04/15/2011

05/09/2011

04/15/2011

05/09/2011

04/15/2011

05/09/2011

12/05/2008

01/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395203 PROSPECT PARK HEALTH AND REHAB 815 CHESTER PIKE

395203 PROSPECT PARK HEALTH AND REHAB 815 CHESTER PIKE

395205 LANCASHIRE HALL 2829 LITITZ PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PROSPECT PARK PA 19076 (610) 586-6262

PROSPECT PARK PA 19076 (610) 586-6262

LANCASTER PA 17601 (717) 569-3211

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/04/2010

07/14/2010

06/21/2011

08/01/2011

01/23/2009

02/09/2009

02/27/2009

03/09/2009

04/03/2009

04/22/2009

04/27/2009

05/22/2009

08/04/2009

09/08/2009

08/04/2009

10/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395205 LANCASHIRE HALL 2829 LITITZ PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/04/2009

09/08/2009

08/04/2009

09/08/2009

08/12/2009

09/21/2009

08/12/2009

09/21/2009

02/17/2010

05/11/2010

02/17/2010

04/16/2010

02/17/2010

04/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

from spreading.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Hire a qualified dietician.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/17/2010

04/16/2010

03/11/2010

04/16/2010

06/25/2010

07/30/2010

07/22/2010

08/06/2010

08/10/2010

08/20/2010

12/08/2010

01/17/2011

05/13/2011

06/27/2011

05/13/2011

06/27/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking,	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/23/2011

08/31/2011

07/27/2011

08/31/2011

07/31/2011

08/31/2011

08/25/2011

01/18/2012

08/25/2011

01/18/2012

08/25/2011

01/18/2012

08/25/2011

01/18/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

grooming and hygiene.

Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
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Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
LANCASTER	PA	17601	(717) 569-3211

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/25/2011

01/18/2012

08/25/2011

11/18/2011

08/25/2011

09/16/2011

08/25/2011

11/18/2011

08/25/2011

01/18/2012

10/03/2011

10/13/2011

10/03/2011

10/13/2011

10/03/2011

10/13/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Resident Rights Deficiencies
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Health	Mistreatment Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395205

LANCASHIRE HALL

2829 LITITZ PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER PA 17601 (717) 569-3211

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/21/2011

12/15/2011

11/21/2011

01/18/2012

11/21/2011

12/15/2011

11/21/2011

12/15/2011

01/27/2012

02/29/2012

01/27/2012

02/27/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

and comfortable.

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395205	LANCASHIRE HALL	2829 LITITZ PIKE
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395206	SARAH A REED RETIREMENT CENTER	227 WEST 22ND STREET
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395206	SARAH A REED RETIREMENT CENTER	227 WEST 22ND STREET
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395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
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395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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LANCASTER	PA	17601	(717) 569-3211
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ERIE	PA	16502	(814) 878-2600
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ERIE	PA	16502	(814) 878-2600
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LOWER BURRELL	PA	15068	(724) 339-1071
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LOWER BURRELL	PA	15068	(724) 339-1071
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/27/2012

02/29/2012

02/02/2012

02/29/2012

02/02/2012

02/29/2012

10/01/2009

11/30/2009

10/01/2009

11/30/2009

10/04/2010

11/16/2010

10/04/2010

11/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395208

BELAIR HEALTH AND REHABILITATI

100 LITTLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LOWER BURRELL PA 15068 (724) 339-1071

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/07/2010

11/16/2010

06/09/2011

07/12/2011

08/26/2011

10/11/2011

08/26/2011

10/11/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

## dehydration.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LOWER BURRELL	PA	15068	(724) 339-1071
RICHBORO	PA	18954	(215) 357-2032
RICHBORO	PA	18954	(215) 357-2032
RICHBORO	PA	18954	(215) 357-2032
RICHBORO	PA	18954	(215) 357-2032
RICHBORO	PA	18954	(215) 357-2032
RICHBORO	PA	18954	(215) 357-2032
RICHBORO	PA	18954	(215) 357-2032

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/26/2011

10/11/2011

05/21/2009

06/08/2009

05/21/2009

06/08/2009

05/21/2009

06/08/2009

09/15/2009

01/01/1900

10/23/2009

12/04/2009

10/27/2010

12/24/2010

10/27/2010

12/24/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Potential for minimal harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395221

DONAHOE MANOR

136 DONAHOE  
MANOR ROAD

395223

GOLDEN LIVINGCENTER-WEST SHORE

770 POPLAR CHURCH  
ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BEDFORD PA 15522 (814) 623-9075

CAMP HILL PA 17011 (717) 763-7070

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/16/2011

04/26/2011

03/16/2011

04/26/2011

03/16/2011

04/26/2011

03/16/2011

04/26/2011

04/19/2011

05/23/2011

01/30/2009

03/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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CAMP HILL	PA	17011	(717) 763-7070
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/30/2009

03/24/2009

01/30/2009

03/24/2009

03/12/2009

03/25/2009

05/22/2009

06/16/2009

09/09/2009

10/13/2009

02/23/2010

03/23/2010

02/23/2010

03/23/2010

07/16/2010

08/24/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

quality.

Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
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At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
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Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
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Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm
---	----------	---

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/03/2010

09/07/2010

08/03/2010

09/07/2010

08/03/2010

09/07/2010

08/03/2010

09/07/2010

01/12/2011

03/01/2011

01/12/2011

03/01/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395224	HAMILTON ARMS CENTER	336 SOUTH WEST END AVENUE
395226	SPRUCE MANOR NURSING AND REHAB	220 S. FOURTH AVENUE
395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD
395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
CAMP HILL	PA	17011	(717) 763-7070
LANCASTER	PA	17603	(717) 393-0419
WEST READING	PA	19611	(610) 374-5175
ROSLYN	PA	19001	(215) 884-6776
ROSLYN	PA	19001	(215) 884-6776

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/20/2011

03/01/2011

03/03/2011

03/15/2011

05/27/2011

07/07/2011

09/29/2011

11/15/2011

06/17/2011

08/10/2011

03/02/2009

04/27/2009

01/12/2009

01/19/2009

01/13/2010

02/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread	Potential for minimal harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD
395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ROSLYN	PA	19001	(215) 884-6776
ROSLYN	PA	19001	(215) 884-6776
HERMITAGE	PA	16148	(724) 981-6610
HERMITAGE	PA	16148	(724) 981-6610
HERMITAGE	PA	16148	(724) 981-6610
HERMITAGE	PA	16148	(724) 981-6610
HERMITAGE	PA	16148	(724) 981-6610
HERMITAGE	PA	16148	(724) 342-5279

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/13/2010

02/16/2010

01/13/2010

02/16/2010

02/17/2009

03/17/2009

03/16/2010

03/31/2010

04/08/2011

05/17/2011

04/08/2011

05/17/2011

07/29/2011

08/10/2011

09/15/2009

10/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Nutrition and Dietary Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment significantly, or the resident must be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET
395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET
395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET
395237	KINDRED TRANSITIONAL CARE AND REHAB - WYOMISSING	1000 EAST WYOMISSING BLVD
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HERMITAGE	PA	16148	(724) 342-5279
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HERMITAGE	PA	16148	(724) 342-5279
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HERMITAGE	PA	16148	(724) 342-5279
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READING	PA	19611	(610) 376-3991
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ALTOONA	PA	16602	(814) 946-0471
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ALTOONA	PA	16602	(814) 946-0471
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ALTOONA	PA	16602	(814) 946-0471
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/15/2009

10/01/2009

11/04/2011

11/18/2011

02/02/2012

03/16/2012

06/10/2009

07/27/2009

07/27/2009

08/24/2009

11/13/2009

12/18/2009

10/20/2010

11/15/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

resident.		
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Let each resident choose a personal doctor.	Pattern	Potential for minimal harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395247	GOLDEN LIVINGCENTER-GETTYSBURG	741 CHAMBERSBURG ROAD
395247	GOLDEN LIVINGCENTER-GETTYSBURG	741 CHAMBERSBURG ROAD
395247	GOLDEN LIVINGCENTER-GETTYSBURG	741 CHAMBERSBURG ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16602	(814) 946-0471
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ALTOONA	PA	16602	(814) 946-0471
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ALTOONA	PA	16602	(814) 946-0471
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GETTYSBURG	PA	17325	(717) 334-6764
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GETTYSBURG	PA	17325	(717) 334-6764
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GETTYSBURG	PA	17325	(717) 334-6764
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010

01/28/2011

09/08/2011

10/24/2011

09/13/2011

10/24/2011

06/03/2009

07/06/2009

08/20/2009

09/14/2009

08/20/2009

09/14/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Potential for minimal harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395248	TRANSITIONS HEALTHCARE AUTUMN GROVE	555 SOUTH MAIN STREET
395248	TRANSITIONS HEALTHCARE AUTUMN GROVE	555 SOUTH MAIN STREET
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395250	HOLY FAMILY MANOR	1200 SPRING STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISVILLE	PA	16038	(724) 735-4224
HARRISVILLE	PA	16038	(724) 735-4224
WILKES BARRE	PA	18702	(570) 825-8725
WILKES BARRE	PA	18702	(570) 825-8725
WILKES BARRE	PA	18702	(570) 825-8725
WILKES BARRE	PA	18702	(570) 825-8725
WILKES BARRE	PA	18702	(570) 825-8725
WILKES BARRE	PA	18702	(570) 825-8725
WILKES BARRE	PA	18702	(570) 825-8725
BETHLEHEM	PA	18018	(610) 865-5595

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2010

12/15/2010

10/27/2010

12/15/2010

04/29/2009

07/02/2009

04/29/2009

07/02/2009

04/29/2009

07/22/2009

04/29/2009

07/02/2009

04/29/2009

07/02/2009

04/29/2009

07/22/2009

08/16/2010

09/08/2010

03/04/2011

04/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are well nourished.	Pattern	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Widespread	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395251 SHADYSIDE NURSING AND REHABILITATION 5609 FIFTH AVENUE  
CENTER

395251 SHADYSIDE NURSING AND REHABILITATION 5609 FIFTH AVENUE  
CENTER

395251 SHADYSIDE NURSING AND REHABILITATION 5609 FIFTH AVENUE  
CENTER

395251 SHADYSIDE NURSING AND REHABILITATION 5609 FIFTH AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15232 (412) 362-3500

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/05/2008

01/20/2009

12/05/2008

01/20/2009

01/02/2009

01/13/2009

02/19/2009

03/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Pattern

Minimal harm or potential for actual harm

1) Make sure that residents who

Isolated

Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER		
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500
PITTSBURGH	PA	15232	(412) 362-3500

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/19/2009

03/24/2009

02/19/2009

03/24/2009

01/13/2010

02/23/2010

01/13/2010

02/23/2010

01/29/2010

02/23/2010

03/23/2011

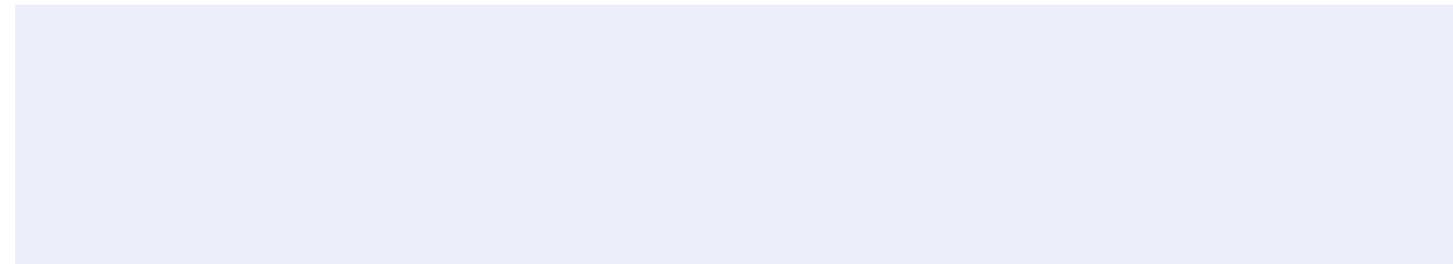
04/19/2011

03/23/2011

04/19/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Give each resident care and	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CENTER

395251 SHADYSIDE NURSING AND REHABILITATION CENTER 5609 FIFTH AVENUE

395251 SHADYSIDE NURSING AND REHABILITATION CENTER 5609 FIFTH AVENUE

395256 GOLDEN LIVINGCENTER-LANSDALE 25 WEST FIFTH STREET

395256 GOLDEN LIVINGCENTER-LANSDALE 25 WEST FIFTH STREET

395258 SILVER LAKE CENTER 905 TOWER ROAD

395258 SILVER LAKE CENTER 905 TOWER ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	(412) 362-3500
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PITTSBURGH	PA	15232	(412) 362-3500
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LANSDALE	PA	19446	(215) 855-9765
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LANSDALE	PA	19446	(215) 855-9765
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BRISTOL	PA	19007	(215) 785-3201
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BRISTOL	PA	19007	(215) 785-3201
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011

08/10/2011

07/15/2011

08/10/2011

02/24/2011

03/29/2011

01/25/2012

02/27/2012

08/25/2009

09/30/2009

08/25/2009

09/30/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395258	SILVER LAKE CENTER	905 TOWER ROAD
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395258	SILVER LAKE CENTER	905 TOWER ROAD
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395258	SILVER LAKE CENTER	905 TOWER ROAD
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395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
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395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
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395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
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395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BRISTOL	PA	19007	(215) 785-3201
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BRISTOL	PA	19007	(215) 785-3201
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BRISTOL	PA	19007	(215) 785-3201
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LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/29/2009

11/30/2009

11/06/2009

12/01/2009

11/06/2009

12/01/2009

01/23/2009

02/22/2009

03/05/2009

04/30/2009

03/05/2009

04/30/2009

07/28/2010

09/10/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is safe, easy to use, clean and comfortable.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395260	CARBONDALE NURSING AND REHABILITATION CENTER	10 HART PLACE
395261	BUFFALO VALLEY LUTHERAN VILLAG	889 FAIRGROUND ROAD
395261	BUFFALO VALLEY LUTHERAN VILLAG	889 FAIRGROUND

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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LEVITTOWN	PA	19056	(215) 943-7777
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CARBONDALE	PA	18407	(570) 282-1020
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LEWISBURG	PA	17837	(570) 524-2221
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LEWISBURG	PA	17837	(570) 524-2221
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/30/2010

10/05/2010

08/30/2010

10/05/2010

08/30/2010

10/05/2010

08/30/2010

10/05/2010

12/29/2011

02/01/2012

08/05/2010

09/04/2010

05/07/2010

06/25/2010

07/29/2011

08/04/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell each resident who can get	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395261	BUFFALO VALLEY LUTHERAN VILLAG	889 FAIRGROUND ROAD
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LEWISBURG	PA	17837	(570) 524-2221
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ERIE	PA	16509	(814) 864-0671
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ERIE	PA	16509	(814) 864-0671
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ERIE	PA	16509	(814) 864-0671
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ERIE	PA	16509	(814) 864-0671
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



03/13/2009

05/01/2009



03/13/2009

05/01/2009

03/13/2009

05/01/2009



08/10/2009

09/22/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
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395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
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395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
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395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
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395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
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395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE PA 16509 (814) 864-0671

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/07/2010

06/17/2010

05/07/2010

06/17/2010

05/07/2010

06/17/2010

05/07/2010

06/17/2010

05/07/2010

06/17/2010

01/12/2011

03/01/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	(814) 864-0671
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ERIE	PA	16509	(814) 864-0671
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ERIE	PA	16509	(814) 864-0671
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ERIE	PA	16509	(814) 864-0671
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ALLENTOWN	PA	18104	(610) 432-4351
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/07/2011

11/30/2011

11/22/2011

12/07/2011

11/22/2011

12/07/2011

11/22/2011

12/07/2011

12/04/2009

01/06/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Potential for minimal harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
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395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
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395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
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395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
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395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
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395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN PA 18104 (610) 432-4351

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/04/2009

01/06/2010

07/12/2010

07/21/2010

11/24/2010

01/11/2011

11/24/2010

01/11/2011

11/24/2010

01/11/2011

11/24/2010

01/11/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395265	PAVILION AT ST LUKE VILLAGE, THE	1000 STACIE DRIVE
395265	PAVILION AT ST LUKE VILLAGE, THE	1000 STACIE DRIVE
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18104	(610) 432-4351
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ALLENTOWN	PA	18104	(610) 432-4351
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HAZLETON	PA	18201	(570) 453-5100
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HAZLETON	PA	18201	(570) 453-5100
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BEAVER FALLS	PA	15010	(724) 846-8200
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BEAVER FALLS	PA	15010	(724) 846-8200
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BEAVER FALLS	PA	15010	(724) 846-8200
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BEAVER FALLS	PA	15010	(724) 846-8200
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BEAVER FALLS	PA	15010	(724) 846-8200
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/24/2010

01/11/2011

01/30/2012

03/12/2012

06/18/2009

07/08/2009

06/18/2009

07/08/2009

06/22/2009

07/26/2009

07/10/2009

08/07/2009

10/29/2009

12/22/2009

05/20/2010

06/29/2010

05/20/2010

06/29/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
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Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Potential for minimal harm
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Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BEAVER FALLS	PA	15010	(724) 846-8200
BEAVER FALLS	PA	15010	(724) 846-8200
BEAVER FALLS	PA	15010	(724) 846-8200
BEAVER FALLS	PA	15010	(724) 846-8200
BEAVER FALLS	PA	15010	(724) 846-8200
BEAVER FALLS	PA	15010	(724) 846-8200
BEAVER FALLS	PA	15010	(724) 846-8200
SCRANTON	PA	18510	(570) 346-5704

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/23/2010

09/14/2010

10/15/2010

10/26/2010

03/15/2011

05/04/2011

04/12/2011

05/04/2011

04/12/2011

05/04/2011

06/22/2011

07/13/2011

07/28/2011

08/22/2011

04/06/2009

06/09/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
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395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
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395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
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395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
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395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
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395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/06/2009

06/09/2009

04/06/2009

06/29/2009

04/06/2009

06/29/2009

03/24/2010

04/26/2010

04/20/2010

06/02/2010

08/19/2010

09/21/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern	Potential for minimal harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395273 GOLDEN LIVINGCENTER-SCRANTON 824 ADAMS AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
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SCRANTON	PA	18510	(570) 346-5704
----------	----	-------	----------------

SCRANTON	PA	18510	(570) 346-5704
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/19/2010

09/21/2010

08/19/2010

09/21/2010

08/19/2010

09/21/2010

08/19/2010

09/21/2010

09/07/2010

10/22/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

harm

Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.

Widespread

Minimal harm or potential for actual harm

Keep each resident free from physical restraints, unless needed for medical treatment.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Pattern

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395273

GOLDEN LIVINGCENTER-SCRANTON

824 ADAMS AVENUE

395273

GOLDEN LIVINGCENTER-SCRANTON

824 ADAMS AVENUE

395276

SUMMIT AT BLUE MOUNTAIN NURSING &  
REHAB CTR, THE

211 NORTH 12TH  
STREET

395276

SUMMIT AT BLUE MOUNTAIN NURSING &  
REHAB CTR, THE

211 NORTH 12TH  
STREET

395277

GOLDEN LIVINGCENTER-DOYLESTOWN

432 MAPLE STREET

395277

GOLDEN LIVINGCENTER-DOYLESTOWN

432 MAPLE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON PA 18510 (570) 346-5704

SCRANTON PA 18510 (570) 346-5704

LEHIGHTON PA 18235 (610) 377-7206

LEHIGHTON PA 18235 (610) 377-7206

DOYLESTOWN PA 18901 (215) 345-1452

DOYLESTOWN PA 18901 (215) 345-1452

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/02/2011

10/03/2011

09/20/2011

10/03/2011

10/22/2010

11/19/2010

12/15/2010

02/14/2011

03/27/2009

05/26/2009

03/27/2009

05/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Pattern

Potential for minimal harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395279	PINECREST MANOR	763 JOHNSONBURG RD
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395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
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395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
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395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
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395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
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395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
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395283	RIVERWOODS	3201 RIVER ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ST MARYS	PA	15857	(814) 788-8488
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DARBY	PA	19023	(610) 461-6510
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DARBY	PA	19023	(610) 461-6510
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DARBY	PA	19023	(610) 461-6510
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DARBY	PA	19023	(610) 461-6510
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DARBY	PA	19023	(610) 461-6510
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LEWISBURG	PA	17837	(570) 524-2271
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/11/2011

04/01/2011

04/30/2009

05/31/2009

05/17/2010

06/15/2010

05/17/2010

06/30/2010

06/13/2011

08/12/2011

06/13/2011

06/30/2011

06/18/2010

07/09/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Potential for minimal harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395284

GOLDEN LIVINGCENTER-PHOENIXVILLE

833 SOUTH MAIN  
STREET

395284

GOLDEN LIVINGCENTER-PHOENIXVILLE

833 SOUTH MAIN  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHOENIXVILLE PA 19460 (610) 933-5867

PHOENIXVILLE PA 19460 (610) 933-5867

FRACKVILLE PA 17931 (570) 874-0696

FRACKVILLE PA 17931 (570) 874-0696

FRACKVILLE PA 17931 (570) 874-0696

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/11/2009

08/24/2009

12/28/2011

01/16/2012

09/16/2009

10/13/2009

09/16/2009

10/13/2009

01/25/2010

03/25/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

395286

BROAD MOUNTAIN NURSING AND REH

500 WEST LAUREL  
STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

FRACKVILLE PA 17931 (570) 874-0696

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/25/2010

03/25/2010

03/10/2010

03/25/2010

03/10/2010

03/25/2010

10/19/2010

11/30/2010

02/16/2011

03/29/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

FRACKVILLE	PA	17931	(570) 874-0696
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FRACKVILLE	PA	17931	(570) 874-0696
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FRACKVILLE	PA	17931	(570) 874-0696
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FRACKVILLE	PA	17931	(570) 874-0696
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/14/2011 10/04/2011

09/14/2011 10/04/2011

09/14/2011 10/04/2011

09/14/2011 10/04/2011

04/28/2009 06/01/2009

08/20/2010 10/25/2010

08/20/2010 10/25/2010

09/07/2010 10/25/2010

09/07/2010 10/25/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

## STROUDSBURG

EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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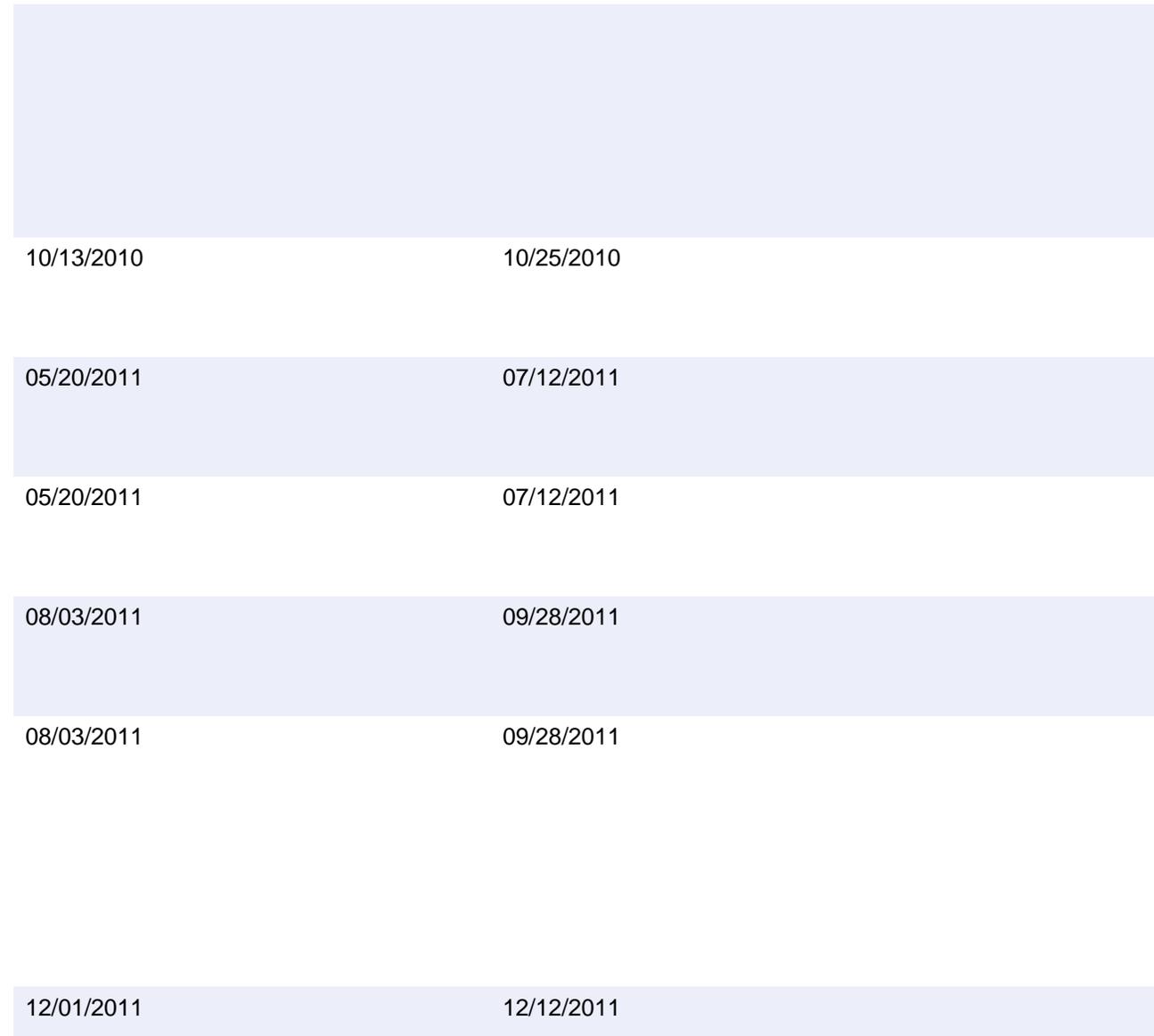
EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST STROUDSBURG	PA	18301	(570) 421-6200
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EAST	PA	18301	(570) 421-6200
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# nursing home complaints

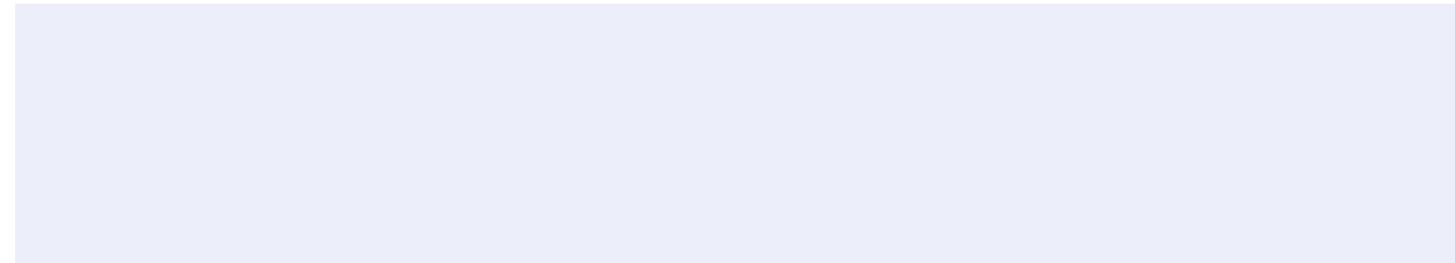
Based on Nursing Home Compare - Complaint Deficiency



10/13/2010	10/25/2010
05/20/2011	07/12/2011
05/20/2011	07/12/2011
08/03/2011	09/28/2011
08/03/2011	09/28/2011
12/01/2011	12/12/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395289	GOLDEN LIVINGCENTER-SOUTH HILLS	201 VILLAGE DRIVE
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STROUDSBURG			
EAST STROUDSBURG	PA	18301	(570) 421-6200
CANONSBURG			
CANONSBURG	PA	15317	(724) 746-1300
YORK			
YORK	PA	17402	(717) 840-7100
YORK			
YORK	PA	17402	(717) 840-7100
YORK			
YORK	PA	17402	(717) 840-7100
YORK			
YORK	PA	17402	(717) 840-7100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/01/2011

12/12/2011

09/29/2011

11/18/2011

06/26/2009

08/25/2009

05/03/2010

06/15/2010

06/29/2010

07/26/2010

06/29/2010

07/26/2010

06/29/2010

07/26/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

and maintenance.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Potential for minimal harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395292	WESBURY UNITED METHODIST COMMU	31 NORTH PARK AVE EXT
395292	WESBURY UNITED METHODIST COMMU	31 NORTH PARK AVE EXT
395295	GOLDEN LIVINGCENTER-MURRYSVILLE	3300 LOGAN FERRY ROAD
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17402	(717) 840-7100
YORK	PA	17402	(717) 840-7100
YORK	PA	17402	(717) 840-7100
YORK	PA	17402	(717) 840-7100
MEADVILLE	PA	16335	(814) 332-9000
MEADVILLE	PA	16335	(814) 332-9000
MURRYSVILLE	PA	15668	(724) 325-1500
WHITE MARSH	PA	19128	(610) 825-6560

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/09/2011

03/21/2011

02/09/2011

03/21/2011

02/09/2011

03/21/2011

02/09/2011

03/21/2011

08/18/2009

09/04/2009

05/09/2011

05/31/2011

11/02/2009

12/10/2009

01/16/2009

01/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Provide enough emergency electricity.	Widespread	Minimal harm or potential for actual harm
Give enough notice to the resident before changing the resident's room or roommate.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/03/2009

09/16/2009

01/21/2010

03/05/2010

02/02/2010

03/05/2010

04/30/2010

06/04/2010

04/30/2010

06/04/2010

05/04/2010

06/04/2010

06/29/2010

07/16/2010

08/25/2010

09/17/2010

09/23/2010

10/15/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395297	HUNTINGDON NURSING AND REHAB CENTER	WARM SPRINGS AVENUE
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
WHITE MARSH	PA	19128	(610) 825-6560
HUNTINGDON	PA	16652	(814) 643-4210
NANTICOKE	PA	18634	(570) 735-7300
NANTICOKE	PA	18634	(570) 735-7300
NANTICOKE	PA	18634	(570) 735-7300
NANTICOKE	PA	18634	(570) 735-7300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/02/2010

11/15/2010

09/08/2011

09/29/2011

09/08/2011

09/29/2011

08/13/2010

09/10/2010

10/14/2009

11/03/2009

10/14/2009

11/03/2009

10/14/2009

11/03/2009

01/03/2011

02/21/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NANTICOKE	PA	18634	(570) 735-7300
NANTICOKE	PA	18634	(570) 735-7300
NANTICOKE	PA	18634	(570) 735-7300
WEXFORD	PA	15090	(412) 366-7900
WEXFORD	PA	15090	(412) 366-7900
WEXFORD	PA	15090	(412) 366-7900

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/06/2011

02/21/2011

05/17/2011

06/30/2011

05/17/2011

06/30/2011

03/11/2009

04/10/2009

06/17/2009

07/10/2009

06/17/2009

07/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Train all employees on what to do in an emergency.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395305	CHANDLER HALL HEALTH SERVICES	99 BARCLAY STREET
395309	MANORCARE HEALTH SERVICES-YORK SOUTH	200 PAULINE DRIVE
395309	MANORCARE HEALTH SERVICES-YORK SOUTH	200 PAULINE DRIVE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEXFORD	PA	15090	(412) 366-7900
WEXFORD	PA	15090	(412) 366-7900
WEXFORD	PA	15090	(412) 366-7900
WEXFORD	PA	15090	(412) 366-7900
WEXFORD	PA	15090	(412) 366-7900
NEWTOWN	PA	18940	(215) 860-4000
YORK	PA	17402	(717) 741-0824
YORK	PA	17402	(717) 741-0824
BRYN MAWR	PA	19010	(610) 525-8412

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/05/2011

06/03/2011

05/05/2011

06/03/2011

09/02/2011

10/27/2011

12/12/2011

02/01/2012

12/12/2011

02/01/2012

11/05/2009

12/18/2009

08/26/2010

10/07/2010

07/12/2011

08/26/2011

08/27/2009

09/25/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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BRYN MAWR	PA	19010	(610) 525-8412
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/27/2009

09/25/2009

10/15/2009

11/16/2009

12/22/2009

01/08/2010

01/20/2010

02/01/2010

04/08/2010

04/27/2010

05/07/2010

05/21/2010

04/13/2011

05/11/2011

04/13/2011

05/11/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

that meets all of a resident's needs, with timetables and actions that can be measured.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Pattern	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395318	GREEN HOME, INC, THE	37 CENTRAL AVENUE
395318	GREEN HOME, INC, THE	37 CENTRAL AVENUE
395318	GREEN HOME, INC, THE	37 CENTRAL AVENUE
395319	MANATAWNY MANOR	OLD SCHUYLKILL ROAD AT ROUTE 724
395319	MANATAWNY MANOR	OLD SCHUYLKILL ROAD AT ROUTE 724
395319	MANATAWNY MANOR	OLD SCHUYLKILL ROAD AT ROUTE 724

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BRYN MAWR	PA	19010	(610) 525-8412
BRYN MAWR	PA	19010	(610) 525-8412
WELLSBORO	PA	16901	(570) 724-3131
WELLSBORO	PA	16901	(570) 724-3131
WELLSBORO	PA	16901	(570) 724-3131
POTTSTOWN	PA	19464	(610) 327-0840
POTTSTOWN	PA	19464	(610) 327-0840
POTTSTOWN	PA	19464	(610) 327-0840

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/27/2011

05/11/2011

04/27/2011

05/11/2011

09/16/2010

10/15/2010

09/16/2010

10/15/2010

09/16/2010

10/15/2010

05/05/2010

05/28/2010

05/05/2010

05/28/2010

08/08/2011

09/02/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

and comfortable.		
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395321	RYDAL PARK OF PHILADELPHIA PRS	1515 FAIRWAY
395321	RYDAL PARK OF PHILADELPHIA PRS	1515 FAIRWAY
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

RYDAL	PA	19046	(215) 885-6800
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RYDAL	PA	19046	(215) 885-6800
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WILKES BARRE	PA	18702	(570) 823-6131
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WILKES BARRE	PA	18702	(570) 823-6131
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WILKES BARRE	PA	18702	(570) 823-6131
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WILKES BARRE	PA	18702	(570) 823-6131
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WILKES BARRE	PA	18702	(570) 823-6131
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/22/2011

12/15/2011

11/22/2011

12/15/2011

06/18/2009

08/03/2009

06/18/2009

08/03/2009

06/18/2009

08/03/2009

06/18/2009

08/03/2009

06/10/2011

06/30/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18702	(570) 823-6131
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NARVON	PA	17555	(717) 445-4551
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NARVON	PA	17555	(717) 445-4551
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NARVON	PA	17555	(717) 445-4551
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NARVON	PA	17555	(717) 445-4551
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NARVON	PA	17555	(717) 445-4551
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/10/2011

06/30/2011

07/28/2010

09/15/2010

09/03/2010

10/18/2010

02/15/2011

04/01/2011

02/14/2012

03/22/2012

02/14/2012

03/22/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19126	(215) 927-7300
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PHILADELPHIA	PA	19126	(215) 927-7300
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PHILADELPHIA	PA	19126	(215) 927-7300
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PHILADELPHIA	PA	19126	(215) 927-7300
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CLEARFIELD	PA	16830	(814) 765-7545
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CLEARFIELD	PA	16830	(814) 765-7545
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CLEARFIELD	PA	16830	(814) 765-7545
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/19/2009

03/10/2009

11/13/2009

12/14/2009

11/20/2009

12/14/2009

11/20/2009

12/14/2009

11/05/2009

11/30/2009

11/05/2009

11/30/2009

11/05/2009

11/30/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ureostomy, ileostomy,  
tracheostomy care, tracheal  
suctioning, respiratory care, foot  
care, and prostheses.

Give professional services that  
meet a professional standard of  
quality.

Isolated

Minimal harm or potential for actual  
harm

Keep safe, clean and homelike  
surroundings.

Pattern

Minimal harm or potential for actual  
harm

Give each resident care and  
services to get or keep the  
highest quality of life possible.

Isolated

Minimal harm or potential for actual  
harm

Provide needed housekeeping  
and maintenance.

Isolated

Minimal harm or potential for actual  
harm

1) Make sure that residents who  
take drugs are not given too  
many doses or for too long; 2)  
make sure that the use of drugs  
is carefully watched; or 3) stop or  
change drugs that cause  
unwanted effects.

Isolated

Minimal harm or potential for actual  
harm

Develop a complete care plan  
that meets all of a resident's  
needs, with timetables and  
actions that can be measured.

Isolated

Minimal harm or potential for actual  
harm

Give each resident care and

Isolated

Minimal harm or potential for actual



# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CLEARFIELD PA 16830 (814) 765-7545

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/16/2010

09/30/2010

07/08/2011

08/16/2011

07/08/2011

08/16/2011

07/08/2011

08/16/2011

07/08/2011

08/16/2011

09/01/2011

10/11/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Potential for minimal harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Give the right treatment and services to residents who have mental or social problems adjusting.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional,

Pattern

Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395332	WAYNE CENTER	30 WEST AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CLEARFIELD	PA	16830	(814) 765-7545
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CLEARFIELD	PA	16830	(814) 765-7545
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CLEARFIELD	PA	16830	(814) 765-7545
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CLEARFIELD	PA	16830	(814) 765-7545
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WAYNE	PA	19087	(610) 688-3635
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WYNDMOOR	PA	19038	(215) 836-2100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/01/2011

10/11/2011

11/21/2011

01/05/2012

11/21/2011

01/05/2012

11/21/2011

01/05/2012

02/26/2009

03/23/2009

02/24/2010

03/02/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

appetizing, tasty, attractive, well-cooked, and at the right temperature.		
Store, cook, and give out food in a safe and clean way.	Pattern	Potential for minimal harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395335	GOLDEN LIVINGCENTER-WILLIAM PENN	163 SUMMIT DRIVE
395338	IMMACULATE MARY HOME	2990 HOLME AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
WYNDMOOR	PA	19038	(215) 836-2100
LEWISTOWN	PA	17044	(717) 248-3941
PHILADELPHIA	PA	19136	(215) 335-2100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/28/2010

07/21/2010

05/28/2010

07/21/2010

08/10/2010

09/28/2010

08/10/2010

09/28/2010

08/10/2010

09/28/2010

12/13/2010

12/17/2010

12/13/2010

12/17/2010

04/20/2011

05/25/2011

05/19/2009

06/15/2009

05/12/2009

05/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395342	HOPKINS CENTER	8100 WASHINGTON LANE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395344	MANORCARE HEALTH SERVICES- POTTSVILLE	PULASKI AND LEADER DRIVES

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WYNCOTE	PA	19095	(215) 576-8000
MYERSTOWN	PA	17067	(717) 866-6541
MYERSTOWN	PA	17067	(717) 866-6541
MYERSTOWN	PA	17067	(717) 866-6541
MYERSTOWN	PA	17067	(717) 866-6541
POTTSVILLE	PA	17901	(570) 622-9582

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/21/2011

11/15/2011

09/22/2010

11/02/2010

10/25/2010

11/22/2010

10/25/2010

11/22/2010

08/25/2011

10/01/2011

08/11/2011

09/13/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

## accidents.

Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON PA 18704 (570) 288-5496

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/22/2009

04/29/2009

02/12/2010

03/22/2010

02/12/2010

03/22/2010

11/03/2010

12/03/2010

03/04/2011

05/31/2011

03/04/2011

05/05/2011

04/06/2011

05/05/2011

05/23/2011

05/31/2011

05/23/2011

05/31/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Have a detailed, written plan for	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496
KINGSTON	PA	18704	(570) 288-5496

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011

09/30/2011

08/23/2011

09/30/2011

08/23/2011

09/30/2011

08/23/2011

09/30/2011

09/14/2011

09/30/2011

09/14/2011

09/30/2011

12/15/2011

01/17/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Mistreatment Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a detailed, written plan for disasters and emergencies.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Have a detailed, written plan for disasters and emergencies.	Widespread	Minimal harm or potential for actual harm
Give professional services that	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395346	TOWNE MANOR WEST	205 EAST JOHNSON HIGHWAY
395346	TOWNE MANOR WEST	205 EAST JOHNSON HIGHWAY
395346	TOWNE MANOR WEST	205 EAST JOHNSON HIGHWAY
395347	FREY VILLAGE	1020 NORTH UNION STREET
395347	FREY VILLAGE	1020 NORTH UNION STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	(570) 288-5496
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KINGSTON	PA	18704	(570) 288-5496
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KINGSTON	PA	18704	(570) 288-5496
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KINGSTON	PA	18704	(570) 288-5496
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NORRISTOWN	PA	19401	(610) 275-6410
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NORRISTOWN	PA	19401	(610) 275-6410
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NORRISTOWN	PA	19401	(610) 275-6410
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MIDDLETOWN	PA	17057	(717) 944-0451
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MIDDLETOWN	PA	17057	(717) 944-0451
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/15/2011

01/17/2012

12/15/2011

01/17/2012

12/15/2011

01/17/2012

12/15/2011

01/17/2012

12/02/2009

12/31/2009

12/02/2009

12/31/2009

08/26/2010

09/15/2010

04/15/2011

06/06/2011

04/15/2011

06/06/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide food in a way that meets a resident's needs.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395347	FREY VILLAGE	1020 NORTH UNION STREET
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MIDDLETOWN PA 17057 (717) 944-0451

CHAMBERSBURG PA 17201 (717) 263-0436

MIFFLIN PA 17058 (717) 436-8921

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2011

06/06/2011

07/09/2009

08/06/2009

04/04/2011

05/17/2011

04/08/2011

05/17/2011

04/08/2011

05/17/2011

08/09/2011

08/31/2011

03/13/2009

05/04/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/13/2009

05/04/2009

03/13/2009

05/04/2009

08/28/2009

09/28/2009

08/28/2009

09/28/2009

12/11/2009

12/31/2009

02/03/2010

02/23/2010

07/29/2010

09/17/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Properly hold, secure and manage each resident's personal money which is deposited with	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
395353	ASHTON HEALTHCARE	200 SOUTH MAIN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MIFFLIN	PA	17058	(717) 436-8921
MIFFLIN	PA	17058	(717) 436-8921
WEST READING	PA	19611	(610) 373-5166
WEST READING	PA	19611	(610) 373-5166
WEST READING	PA	19611	(610) 373-5166
WEST READING	PA	19611	(610) 373-5166
ATHENS	PA	18810	(570) 888-5805

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/29/2010

09/17/2010

02/08/2011

03/08/2011

04/29/2009

05/22/2009

01/07/2010

02/11/2010

03/17/2010

04/22/2010

07/14/2011

08/08/2011

02/05/2009

02/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Administration Deficiencies
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Health	Mistreatment Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Mistreatment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

the nursing home.

Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated	Minimal harm or potential for actual harm
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Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
--	----------	---

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
---	----------	---

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395353	ASHTON HEALTHCARE	200 SOUTH MAIN STREET
395353	ASHTON HEALTHCARE	200 SOUTH MAIN STREET
395354	SILVER STREAM CENTER	905 PENLLYN PK PO BOX 397
395355	PAVILION AT BRMC, THE	200 PLEASANT STREET
395356	GUY AND MARY FELT MANOR, INC	110 EAST FOURTH STREET
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ATHENS	PA	18810	(570) 888-5805
ATHENS	PA	18810	(570) 888-5805
SPRING HOUSE	PA	19477	(215) 646-1500
BRADFORD	PA	16701	(814) 362-8293
EMPORIUM	PA	15834	(814) 486-3736
HONESDALE	PA	18431	(570) 253-5690

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010

05/27/2010

01/14/2011

02/18/2011

06/08/2011

07/12/2011

03/12/2010

04/08/2010

10/19/2010

12/01/2010

06/09/2009

07/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		LANE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE
395359	MANORCARE HEALTH SERVICES-JERSEY SHORE	1008 THOMPSON STREET
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HONESDALE PA 18431 (570) 253-5690

HONESDALE PA 18431 (570) 253-5690

HONESDALE PA 18431 (570) 253-5690

JERSEY SHORE PA 17740 (570) 398-4747

PHILADELPHIA PA 19119 (215) 848-3306

PHILADELPHIA PA 19119 (215) 848-3306

PHILADELPHIA PA 19119 (215) 848-3306

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/09/2009

07/01/2009

06/09/2009

07/01/2009

09/13/2011

10/26/2011

12/02/2011

01/24/2012

04/06/2010

05/03/2010

04/20/2010

05/28/2010

04/20/2010

05/28/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395360

GERMANTOWN HOME

6950 GERMANTOWN  
AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19119 (215) 848-3306

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/23/2010

06/28/2010

05/20/2010

06/11/2010

05/20/2010

06/11/2010

06/16/2010

06/28/2010

08/26/2011

09/19/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

without a catheter is not given a catheter, unless it is necessary.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395364	MANORCARE HEALTH SERVICES- WILLIAMSPORT NORTH	300 LEADER DRIVE
395364	MANORCARE HEALTH SERVICES- WILLIAMSPORT NORTH	300 LEADER DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GIRARD	PA	16417	(814) 474-5521
GIRARD	PA	16417	(814) 474-5521
GIRARD	PA	16417	(814) 474-5521
GIRARD	PA	16417	(814) 474-5521
GIRARD	PA	16417	(814) 474-5521
GIRARD	PA	16417	(814) 474-5521
WILLIAMSPORT	PA	17701	(570) 323-8627
WILLIAMSPORT	PA	17701	(570) 323-8627

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/12/2009

03/31/2009

09/15/2009

10/22/2009

11/19/2009

12/31/2009

01/15/2010

03/09/2010

01/15/2010

03/09/2010

05/18/2010

06/24/2010

05/18/2010

06/24/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395365

SPANG CREST MANOR

945 DUKE STREET

395367

OXFORD HEALTH CENTER

7 EAST LOCUST  
STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LEBANON	PA	17042	(717) 274-1495
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OXFORD	PA	19363	(610) 998-2400
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OXFORD	PA	19363	(610) 998-2400
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OXFORD	PA	19363	(610) 998-2400
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OXFORD	PA	19363	(610) 998-2400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/09/2010

05/28/2010

12/04/2008

12/31/2008

07/09/2009

08/07/2009

02/05/2010

04/01/2010

02/05/2010

04/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395367	OXFORD HEALTH CENTER	7 EAST LOCUST STREET
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

OXFORD	PA	19363	(610) 998-2400
APOLLO	PA	15613	(412) 727-3451
APOLLO	PA	15613	(412) 727-3451
APOLLO	PA	15613	(412) 727-3451
APOLLO	PA	15613	(412) 727-3451
APOLLO	PA	15613	(412) 727-3451
APOLLO	PA	15613	(412) 727-3451
APOLLO	PA	15613	(412) 727-3451

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/07/2011

03/08/2011

06/03/2009

07/24/2009

10/07/2009

10/31/2009

04/02/2010

05/05/2010

03/16/2011

04/15/2011

03/16/2011

04/15/2011

03/16/2011

04/15/2011

03/16/2011

04/15/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

APOLLO PA 15613 (412) 727-3451

HARRISBURG PA 17112 (717) 657-0700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/25/2011

05/25/2011

04/25/2011

05/25/2011

04/25/2011

05/25/2011

04/25/2011

05/25/2011

10/03/2011

11/16/2011

11/03/2011

11/16/2011

05/05/2009

06/09/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

similar products.		harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Immediate jeopardy to resident health or safety
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395372	JEWISH HOME OF GREATER HARRISB	ROAD 4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG PA 17112 (717) 657-0700

YEADON PA 19050 (610) 626-7700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/26/2009

08/12/2009

06/26/2009

08/12/2009

06/26/2009

08/12/2009

06/26/2009

08/12/2009

09/23/2009

11/04/2009

10/30/2009

12/14/2009

03/25/2010

04/30/2010

08/12/2010

09/30/2010

10/29/2009

11/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

standards.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSLOWNE AND LINCOLN AVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YEADON	PA	19050	(610) 626-7700
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YEADON	PA	19050	(610) 626-7700
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YEADON	PA	19050	(610) 626-7700
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YEADON	PA	19050	(610) 626-7700
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YEADON	PA	19050	(610) 626-7700
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YEADON	PA	19050	(610) 626-7700
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YEADON	PA	19050	(610) 626-7700
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/15/2009

12/23/2009

03/19/2010

04/20/2010

08/12/2010

08/26/2010

10/12/2010

11/09/2010

09/27/2011

10/26/2011

09/27/2011

10/26/2011

01/12/2012

02/07/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to residents who have mental or social problems adjusting.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395375	SWAIM HEALTH CENTER	210 BIG SPRING ROAD
395378	QUINCY RETIREMENT COMMUNITY	6596 ORPHANAGE ROAD
395378	QUINCY RETIREMENT COMMUNITY	6596 ORPHANAGE ROAD
395378	QUINCY RETIREMENT COMMUNITY	6596 ORPHANAGE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YEADON PA 19050 (610) 626-7700

NEWVILLE PA 17241 (717) 776-3192

WAYNESBORO PA 17268 (717) 302-7801

WAYNESBORO PA 17268 (717) 302-7801

WAYNESBORO PA 17268 (717) 302-7801

MONTOURSVILLE PA 17754 (570) 326-2037

MONTOURSVILLE PA 17754 (570) 326-2037

MONTOURSVILLE PA 17754 (570) 326-2037

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/18/2012

02/07/2012

10/14/2010

11/05/2010

07/07/2009

09/01/2009

07/07/2009

09/01/2009

05/18/2010

07/06/2010

07/14/2009

08/10/2009

07/14/2009

08/10/2009

06/28/2010

07/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is safe, easy to use, clean and comfortable.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Pattern	Potential for minimal harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MONTOURSVILLE	PA	17754	(570) 326-2037
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MONTOURSVILLE	PA	17754	(570) 326-2037
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MONTOURSVILLE	PA	17754	(570) 326-2037
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MONTOURSVILLE	PA	17754	(570) 326-2037
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MONTOURSVILLE	PA	17754	(570) 326-2037
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MONTOURSVILLE	PA	17754	(570) 326-2037
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/28/2010

07/30/2010

06/28/2010

07/30/2010

02/02/2011

04/04/2011

02/02/2011

04/04/2011

02/15/2011

04/04/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy,	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MONTOURSVILLE PA 17754 (570) 326-2037

MONTOURSVILLE PA 17754 (570) 326-2037

MONTOURSVILLE PA 17754 (570) 326-2037

WYNNEWOOD PA 19096 (610) 658-5100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/08/2011

04/04/2011

03/08/2011

04/04/2011

04/22/2011

05/16/2011

11/19/2009

12/20/2009

11/19/2009

12/20/2009

06/30/2010

07/27/2010

08/31/2011

10/17/2011

10/18/2011

11/07/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ureostomy, ileostomy,  
tracheostomy care, tracheal  
suctioning, respiratory care, foot  
care, and prostheses.

Make sure that the nursing home  
area is free of dangers that cause  
accidents.

Isolated

Actual harm

Try to resolve each resident's  
complaints quickly.

Isolated

Minimal harm or potential for actual  
harm

Make sure that the nursing home  
area is free of dangers that cause  
accidents.

Isolated

Minimal harm or potential for actual  
harm

Give each resident care and  
services to get or keep the  
highest quality of life possible.

Isolated

Actual harm

Give professional services that  
follow each resident's written care  
plan.

Isolated

Actual harm

Make sure that the nursing home  
area is free of dangers that cause  
accidents.

Isolated

Minimal harm or potential for actual  
harm

Give each resident care and  
services to get or keep the  
highest quality of life possible.

Isolated

Actual harm

Provide care in a way that keeps  
or builds each resident's dignity

Isolated

Minimal harm or potential for actual  
harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WYNNEWOOD	PA	19096	(610) 658-5100
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NORTH HUNTINGDON	PA	15642	(724) 863-4374
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NORTH HUNTINGDON	PA	15642	(724) 863-4374
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NORTH HUNTINGDON	PA	15642	(724) 863-4374
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NORTH HUNTINGDON	PA	15642	(724) 863-4374
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NORTH HUNTINGDON	PA	15642	(724) 863-4374
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NORTH HUNTINGDON	PA	15642	(724) 863-4374
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/18/2011

11/07/2011

04/22/2009

05/18/2009

12/09/2009

01/08/2010

06/03/2010

07/08/2010

06/03/2010

07/08/2010

06/03/2010

07/08/2010

06/03/2010

07/08/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

or builds each resident's dignity and self respect.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Potential for minimal harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395384

POCOPSON HOME

1695 LENAPE ROAD

395384

POCOPSON HOME

1695 LENAPE ROAD

395386

BETHANY VILLAGE RETIREMENT CENTER

5225 WILSON LANE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEST CHESTER PA 19382 (610) 793-1212

WEST CHESTER PA 19382 (610) 793-1212

MECHANICSBURG PA 17055 (717) 766-0279

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/25/2010

08/06/2010

11/17/2010

12/30/2010

07/29/2009

09/20/2009

01/04/2011

01/24/2011

01/04/2011

01/24/2011

01/04/2011

02/25/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Try to resolve each resident's complaints quickly.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Set up or keep a group of people to review and ensure quality.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NORTHUMBERLA PA 17857 (570) 473-8366  
ND

PITTSBURGH PA 15243 (412) 341-1030

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/08/2009

05/04/2009

05/18/2009

06/08/2009

05/18/2009

06/08/2009

05/29/2009

06/08/2009

04/01/2011

05/13/2011

08/04/2009

09/28/2009

09/29/2009

11/15/2009

09/29/2009

11/15/2009

12/15/2010

02/07/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395393	EPWORTH MANOR	951 WASHINGTON AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15243	(412) 341-1030
PITTSBURGH	PA	15243	(412) 341-1030
TYRONE	PA	16686	(814) 684-0320
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010

02/07/2011

10/15/2010

11/18/2010

03/16/2009

04/06/2009

06/10/2009

07/29/2009

06/10/2009

07/29/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080
DEVON	PA	19333	(610) 688-8080

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/10/2009

07/29/2009

09/16/2009

10/21/2009

05/19/2010

06/01/2010

09/23/2010

11/02/2010

02/03/2011

03/07/2011

02/03/2011

03/07/2011

06/09/2011

06/28/2011

06/09/2011

06/28/2011

07/13/2011

07/26/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Mistreatment Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395394	DEVON MANOR	235 LANCASTER AVENUE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DEVON	PA	19333	(610) 688-8080
HARRISBURG	PA	17109	(717) 657-1520
HARRISBURG	PA	17109	(717) 657-1520
HARRISBURG	PA	17109	(717) 657-1520
HARRISBURG	PA	17109	(717) 657-1520
HARRISBURG	PA	17109	(717) 657-1520
HARRISBURG	PA	17109	(717) 657-1520

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/08/2009

08/18/2009

10/22/2009

12/03/2009

10/22/2009

12/03/2009

04/02/2010

05/18/2010

05/17/2010

06/08/2010

08/24/2010

09/28/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern	Minimal harm or potential for actual harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395396	MANORCARE HEALTH SERVICES- WILLIAMSPORT SOUTH	101 LEADER DRIVE
395396	MANORCARE HEALTH SERVICES- WILLIAMSPORT SOUTH	101 LEADER DRIVE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17109	(717) 657-1520
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HARRISBURG	PA	17109	(717) 657-1520
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WILLIAMSPORT	PA	17701	(570) 323-3758
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WILLIAMSPORT	PA	17701	(570) 323-3758
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2010

12/06/2010

01/05/2012

02/28/2012

05/07/2009

05/19/2009

07/28/2011

08/09/2011

02/18/2009

03/26/2009

02/18/2009

03/26/2009

02/18/2009

03/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

regulations.		
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395397 MANORCARE HEALTH SERVICES-KINGSTON 200 SECOND AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON PA 18704 (570) 288-9315

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/18/2009

03/26/2009

09/03/2009

09/17/2009

09/28/2009

10/13/2009

05/20/2010

06/23/2010

05/20/2010

06/23/2010

10/01/2010

12/01/2010

10/01/2010

12/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

dehydration.

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
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Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Pattern	Potential for minimal harm
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Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents receive treatment/services to continue to	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395397 MANORCARE HEALTH SERVICES-KINGSTON 200 SECOND AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/02/2010

12/01/2010

04/05/2011

06/07/2011

05/10/2011

06/07/2011

05/10/2011

06/07/2011

05/10/2011

06/07/2011

05/10/2011

06/07/2011

10/21/2011

12/28/2011

10/21/2011

12/28/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be able to care for themselves,  
unless a change is unavoidable.

Keep accurate and appropriate  
medical records.

Pattern

Minimal harm or potential for actual  
harm

Make sure that the nursing home  
area is free of dangers that cause  
accidents.

Isolated

Actual harm

Properly care for residents  
needing special services,  
including: injections, colostomy,  
ureostomy, ileostomy,  
tracheostomy care, tracheal  
suctioning, respiratory care, foot  
care, and prostheses.

Isolated

Minimal harm or potential for actual  
harm

Make sure that each resident's  
nutritional needs were met.

Isolated

Minimal harm or potential for actual  
harm

Give each resident care and  
services to get or keep the  
highest quality of life possible.

Pattern

Minimal harm or potential for actual  
harm

Give residents proper treatment  
to prevent new bed (pressure)  
sores or heal existing bed sores.

Isolated

Actual harm

Make sure that doctors visit  
residents regularly, as required.

Isolated

Minimal harm or potential for actual  
harm

Make sure that each resident  
gets help to keep vision and

Isolated

Minimal harm or potential for actual  
harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
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395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
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395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
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395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
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395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
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395398	SIMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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KINGSTON	PA	18704	(570) 288-9315
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SOMERSET	PA	15501	(814) 443-2811
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/21/2011

01/20/2012

12/28/2011

01/20/2012

12/28/2011

01/20/2012

12/28/2011

01/20/2012

12/28/2011

01/20/2012

08/06/2010

08/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

gets help to keep vision and hearing.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SOMERSET	PA	15501	(814) 443-2811
SOMERSET	PA	15501	(814) 443-2811
SOMERSET	PA	15501	(814) 443-2811
SOMERSET	PA	15501	(814) 443-2811
COLUMBIA	PA	17512	(717) 684-7555
COLUMBIA	PA	17512	(717) 684-7555

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/06/2010

08/30/2010

08/06/2010

08/30/2010

08/08/2011

09/06/2011

08/31/2011

09/16/2011

04/02/2009

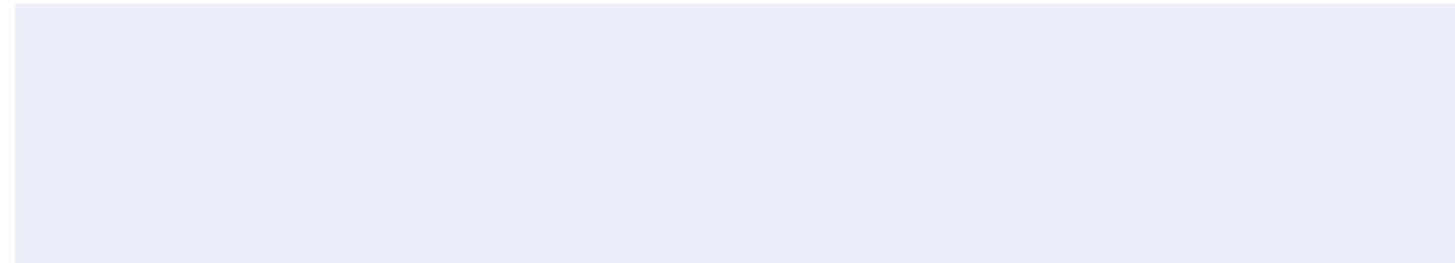
05/15/2009

07/09/2009

08/20/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

COLUMBIA	PA	17512	(717) 684-7555
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COLUMBIA	PA	17512	(717) 684-7555
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COLUMBIA	PA	17512	(717) 684-7555
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COLUMBIA	PA	17512	(717) 684-7555
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COLUMBIA	PA	17512	(717) 684-7555
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COLUMBIA	PA	17512	(717) 684-7555
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COLUMBIA	PA	17512	(717) 684-7555
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/06/2010

03/05/2010

02/03/2010

03/05/2010

02/03/2010

03/05/2010

02/03/2010

03/05/2010

05/12/2010

06/07/2010

06/29/2010

08/15/2010

10/20/2010

11/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395402	MANORCARE HEALTH SERVICES- POTTSTOWN	724 NORTH CHARLOTTE ST
395402	MANORCARE HEALTH SERVICES- POTTSTOWN	724 NORTH CHARLOTTE ST
395402	MANORCARE HEALTH SERVICES- POTTSTOWN	724 NORTH CHARLOTTE ST
395402	MANORCARE HEALTH SERVICES- POTTSTOWN	724 NORTH CHARLOTTE ST
395402	MANORCARE HEALTH SERVICES- POTTSTOWN	724 NORTH CHARLOTTE ST
395402	MANORCARE HEALTH SERVICES- POTTSTOWN	724 NORTH CHARLOTTE ST
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

POTTSTOWN	PA	19464	(610) 323-1837
POTTSTOWN	PA	19464	(610) 323-1837
POTTSTOWN	PA	19464	(610) 323-1837
POTTSTOWN	PA	19464	(610) 323-1837
POTTSTOWN	PA	19464	(610) 323-1837
POTTSTOWN	PA	19464	(610) 323-1837
CHRISTIANA	PA	17509	(610) 593-6901
CHRISTIANA	PA	17509	(610) 593-6901
CHRISTIANA	PA	17509	(610) 593-6901

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/03/2009

06/30/2009

10/26/2009

12/08/2009

11/16/2009

12/08/2009

08/13/2010

09/08/2010

10/05/2011

11/01/2011

10/05/2011

11/01/2011

06/16/2010

07/12/2010

08/25/2010

09/27/2010

10/15/2010

12/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Potential for minimal harm
Make sure that residents are well nourished.	Pattern	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CHRISTIANA	PA	17509	(610) 593-6901
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ERIE	PA	16508	(814) 868-0831
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ERIE	PA	16508	(814) 868-0831
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ERIE	PA	16508	(814) 868-0831
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ERIE	PA	16508	(814) 868-0831
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ERIE	PA	16508	(814) 868-0831
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ERIE	PA	16508	(814) 868-0831
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/05/2011

04/20/2011

04/05/2011

04/20/2011

04/05/2011

04/20/2011

04/27/2011

05/05/2011

05/27/2011

06/17/2011

05/27/2011

06/17/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395408	LAUREL CENTER	125 HOLLY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

QUAKERTOWN PA 18951 (215) 536-9300

HAMBURG PA 19526 (610) 562-2284

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/23/2009

05/29/2009

04/23/2009

05/29/2009

07/31/2009

09/10/2009

07/31/2009

09/10/2009

07/31/2009

09/10/2009

03/01/2010

04/01/2010

05/20/2010

07/01/2010

04/04/2011

05/12/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395408	LAUREL CENTER	125 HOLLY ROAD
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395409	BRIARLEAF NURSING AND CONVAL C	252 BELMONT AVENUE
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395409	BRIARLEAF NURSING AND CONVAL C	252 BELMONT AVENUE
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395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
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395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
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395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAMBURG	PA	19526	(610) 562-2284
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DOYLESTOWN	PA	18901	(215) 348-2983
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DOYLESTOWN	PA	18901	(215) 348-2983
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WORTHINGTON	PA	16262	(724) 445-3146
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WORTHINGTON	PA	16262	(724) 445-3146
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WORTHINGTON	PA	16262	(724) 445-3146
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/18/2012

03/13/2012

01/30/2009

02/15/2009

01/30/2009

02/15/2009

10/08/2009

10/21/2009

05/09/2011

06/30/2011

05/09/2011

06/30/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395413	EVANGELICAL MANOR	8401 ROOSEVELT BOULEVARD
395413	EVANGELICAL MANOR	8401 ROOSEVELT BOULEVARD
395413	EVANGELICAL MANOR	8401 ROOSEVELT BOULEVARD
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WORTHINGTON	PA	16262	(724) 445-3146
WORTHINGTON	PA	16262	(724) 445-3146
WORTHINGTON	PA	16262	(724) 445-3146
WORTHINGTON	PA	16262	(724) 445-3146
PHILADELPHIA	PA	19152	(215) 624-5800
PHILADELPHIA	PA	19152	(215) 624-5800
PHILADELPHIA	PA	19152	(215) 624-5800
OLYPHANT	PA	18447	(570) 489-8611

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/09/2011

06/30/2011

05/09/2011

06/30/2011

07/21/2011

09/19/2011

01/19/2012

03/01/2012

02/05/2010

03/05/2010

12/14/2010

01/31/2011

12/14/2010

01/31/2011

12/05/2008

02/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Pharmacy Service Deficiencies



Health

Pharmacy Service Deficiencies



Health

Environmental Deficiencies



Health

Mistreatment Deficiencies



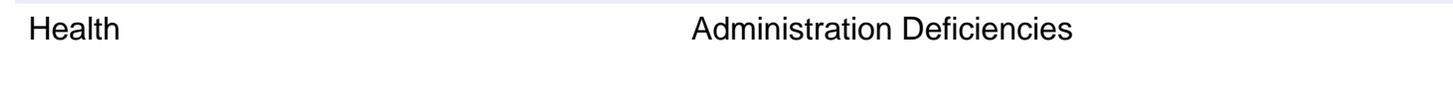
Health

Quality Care Deficiencies



Health

Quality Care Deficiencies



Health

Administration Deficiencies



Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611
OLYPHANT	PA	18447	(570) 489-8611

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/05/2008

02/27/2009

01/29/2009

02/27/2009

08/14/2009

09/18/2009

08/14/2009

09/18/2009

08/14/2009

09/18/2009

11/18/2009

12/11/2009

11/18/2009

12/11/2009

05/26/2010

06/08/2010

05/26/2010

06/08/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

395414 LACKAWANNA HEALTH AND REHAB CENTER 108 TERRACE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

OLYPHANT	PA	18447	(570) 489-8611
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OLYPHANT	PA	18447	(570) 489-8611
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OLYPHANT	PA	18447	(570) 489-8611
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OLYPHANT	PA	18447	(570) 489-8611
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OLYPHANT	PA	18447	(570) 489-8611
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OLYPHANT	PA	18447	(570) 489-8611
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OLYPHANT	PA	18447	(570) 489-8611
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/13/2010

09/21/2010

07/13/2010

09/21/2010

09/21/2010

10/28/2010

09/21/2010

10/28/2010

10/20/2010

10/28/2010

10/20/2010

10/28/2010

10/20/2010

10/28/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

needed every day and in emergencies, and give them out properly.

Try to resolve each resident's complaints quickly.

Pattern

Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Let the resident or the resident's representative look at all records.

Pattern

Potential for minimal harm

At least once a month, have a licensed pharmacist check the drugs that each resident takes.

Pattern

Minimal harm or potential for actual harm

Develop/implement required procedures for the administration

Pattern

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395416	REST HAVEN	401 UNIVERSITY DRIVE
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395416	REST HAVEN	401 UNIVERSITY DRIVE
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395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
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395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
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395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
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395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCHUYLKILL HAVEN	PA	17972	(570) 385-0331
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SCHUYLKILL HAVEN	PA	17972	(570) 385-0331
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BERWICK	PA	18603	(570) 759-5400
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BERWICK	PA	18603	(570) 759-5400
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BERWICK	PA	18603	(570) 759-5400
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BERWICK	PA	18603	(570) 759-5400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/11/2010

07/09/2010

12/02/2011

01/04/2012

12/19/2008

01/23/2009

10/14/2009

12/14/2009

10/14/2009

12/14/2009

03/01/2010

04/15/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

of immunizations.

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
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1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BERWICK PA 18603 (570) 759-5400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/01/2010

04/15/2010

03/01/2010

04/15/2010

09/02/2010

10/26/2010

09/02/2010

10/26/2010

02/28/2011

04/19/2011

03/29/2011

04/19/2011

08/05/2011

09/20/2011

08/05/2011

09/20/2011

08/05/2011

09/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395422	PENNKNOOLL VILLAGE	208 PENNKNOOLL ROAD
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EVERETT	PA	15537	(814) 623-3200
PITTSBURGH	PA	15206	(412) 665-3232
PITTSBURGH	PA	15206	(412) 665-3232
PITTSBURGH	PA	15206	(412) 665-3232
PITTSBURGH	PA	15206	(412) 665-3232
PITTSBURGH	PA	15206	(412) 665-3232
PITTSBURGH	PA	15206	(412) 665-3232
PITTSBURGH	PA	15206	(412) 665-3232

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/22/2010

12/30/2010

06/30/2009

08/13/2009

12/30/2010

02/07/2011

04/14/2011

05/02/2011

08/25/2011

09/26/2011

12/27/2011

01/20/2012

01/23/2012

03/05/2012

01/25/2012

02/13/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Fire Safety Smoking Regulations Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

increase range of motion.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Pattern	Potential for minimal harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
posted "No-smoking" signs in areas where smoking is not	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	HEALTHCARE LLC	AVENUE
395425	DEER MEADOWS RETIREMENT COMMUNITY	8301 ROOSEVELT BOULEVARD
395425	DEER MEADOWS RETIREMENT COMMUNITY	8301 ROOSEVELT BOULEVARD
395426	MANOR AT PERRY VILLAGE, THE	213 EAST MAIN STREET
395426	MANOR AT PERRY VILLAGE, THE	213 EAST MAIN STREET
395426	MANOR AT PERRY VILLAGE, THE	213 EAST MAIN STREET
395426	MANOR AT PERRY VILLAGE, THE	213 EAST MAIN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19152	(215) 624-7575
PHILADELPHIA	PA	19152	(215) 624-7575
NEW BLOOMFIELD	PA	17068	(717) 582-4346
NEW BLOOMFIELD	PA	17068	(717) 582-4346
NEW BLOOMFIELD	PA	17068	(717) 582-4346
NEW BLOOMFIELD	PA	17068	(717) 582-4346

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/23/2008

01/31/2009

09/06/2011

10/15/2011

12/14/2011

01/10/2012

12/20/2011

01/17/2012

12/20/2011

01/17/2012

12/20/2011

01/17/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

areas where smoking is not permitted or did not provide ashtrays where smoking was allowed.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG PA 16648 (814) 696-4527

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/24/2010

08/02/2010

06/24/2010

08/02/2010

06/24/2010

08/02/2010

07/30/2010

08/27/2010

07/30/2010

08/27/2010

01/10/2011

02/25/2011

01/10/2011

02/25/2011

04/21/2011

06/09/2011

04/21/2011

06/09/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Resident Rights Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Let the appropriate people see and talk to each resident.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MILLERSBURG	PA	17061	(717) 692-4751
MILLERSBURG	PA	17061	(717) 692-4751
MILLERSBURG	PA	17061	(717) 692-4751
MILLERSBURG	PA	17061	(717) 692-4751
MILLERSBURG	PA	17061	(717) 692-4751
MILLERSBURG	PA	17061	(717) 692-4751

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/24/2009

04/21/2009

05/08/2009

06/05/2009

05/29/2009

06/24/2009

05/29/2009

06/24/2009

05/29/2009

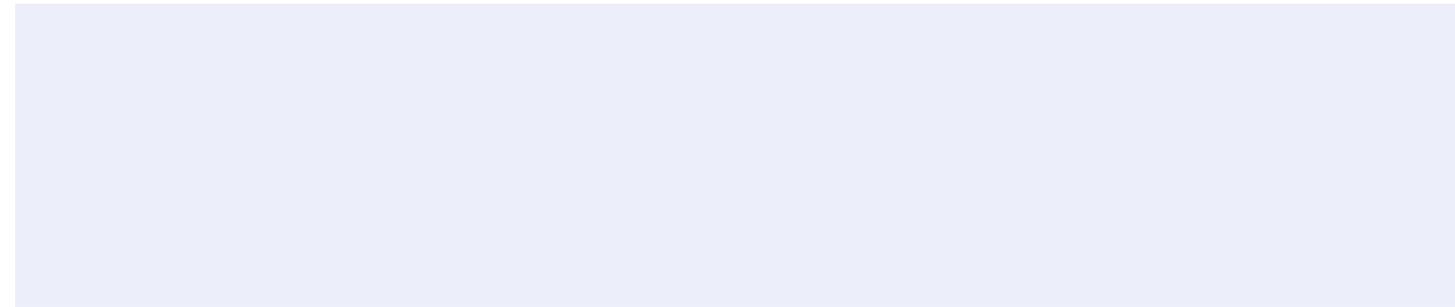
06/24/2009

06/28/2010

08/09/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Hire nurse aides who have completed required training and shown that they are skilled.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395429	MANORCARE HEALTH SERVICES- BETHLEHEM (2021)	2021 WESTGATE DRIVE
395429	MANORCARE HEALTH SERVICES- BETHLEHEM (2021)	2021 WESTGATE DRIVE
395430	DUBOIS NURSING HOME	P O BOX 307
395430	DUBOIS NURSING HOME	P O BOX 307
395430	DUBOIS NURSING HOME	P O BOX 307
395431	MAJESTIC OAKS	333 NEWTOWN ROAD
395431	MAJESTIC OAKS	333 NEWTOWN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BETHLEHEM PA 18017 (610) 865-6077

BETHLEHEM PA 18017 (610) 865-6077

DUBOIS PA 15801 (814) 375-9100

DUBOIS PA 15801 (814) 375-9100

DUBOIS PA 15801 (814) 375-9100

WARMINSTER PA 18974 (215) 672-9082

WARMINSTER PA 18974 (215) 672-9082

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/12/2008

01/21/2009

07/15/2010

09/09/2010

06/07/2011

07/11/2011

06/07/2011

07/11/2011

06/07/2011

07/11/2011

11/17/2011

12/16/2011

11/17/2011

12/16/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Pattern	Potential for minimal harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395434	GOLDEN LIVINGCENTER-MT LEBANON	350 OLD GILKESON ROAD
395434	GOLDEN LIVINGCENTER-MT LEBANON	350 OLD GILKESON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TUNKHANNOCK	PA	18657	(570) 836-5166
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TUNKHANNOCK	PA	18657	(570) 836-5166
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TUNKHANNOCK	PA	18657	(570) 836-5166
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TUNKHANNOCK	PA	18657	(570) 836-5166
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TUNKHANNOCK	PA	18657	(570) 836-5166
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TUNKHANNOCK	PA	18657	(570) 836-5166
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PITTSBURGH	PA	15228	(412) 257-4444
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PITTSBURGH	PA	15228	(412) 257-4444
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/29/2010

06/23/2010

04/29/2010

06/23/2010

04/29/2010

06/23/2010

04/29/2010

06/23/2010

07/21/2010

09/08/2010

07/21/2010

09/08/2010

08/11/2011

10/03/2011

08/11/2011

10/03/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395434	GOLDEN LIVINGCENTER-MT LEBANON	350 OLD GILKESON ROAD
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395435	WESTMORELAND MANOR	2480 SOUTH GRAND BLVD
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395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE
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395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE
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395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15228	(412) 257-4444
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GREENSBURG	PA	15601	(724) 830-4010
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HONEY BROOK	PA	19344	(610) 273-2915
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HONEY BROOK	PA	19344	(610) 273-2915
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HONEY BROOK	PA	19344	(610) 273-2915
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/11/2011

10/03/2011

06/15/2010

07/30/2010

06/29/2010

08/18/2010

06/29/2010

08/18/2010

05/17/2011

06/21/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

## unwanted effects.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE
395438	BARBARA J. EGAN NURSING AND RE	200 LUTHER ROAD
395438	BARBARA J. EGAN NURSING AND RE	200 LUTHER ROAD
395439	LUTHERAN HOME AT JOHNSTOWN, THE	807 GOUCHER STREET
395439	LUTHERAN HOME AT JOHNSTOWN, THE	807 GOUCHER STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HONEY BROOK	PA	19344	(610) 273-2915
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SHREWSBURY	PA	17361	(717) 235-6895
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SHREWSBURY	PA	17361	(717) 235-6895
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JOHNSTOWN	PA	15905	(814) 255-6844
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JOHNSTOWN	PA	15905	(814) 255-6844
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CAMP HILL	PA	17011	(717) 737-8551
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CAMP HILL	PA	17011	(717) 737-8551
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/17/2011

06/21/2011

05/25/2010

06/30/2010

05/25/2010

06/30/2010

08/24/2010

10/13/2010

11/17/2010

12/15/2010

02/02/2010

02/23/2010

09/28/2010

11/02/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate

Pattern

Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	(717) 737-8551
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CAMP HILL	PA	17011	(717) 737-8551
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CAMP HILL	PA	17011	(717) 737-8551
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CAMP HILL	PA	17011	(717) 737-8551
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CAMP HILL	PA	17011	(717) 737-8551
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CAMP HILL	PA	17011	(717) 737-8551
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YORK	PA	17404	(717) 767-6530
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YORK	PA	17404	(717) 767-6530
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YORK	PA	17404	(717) 767-6530
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/03/2011

04/12/2011

03/25/2011

04/12/2011

03/25/2011

04/12/2011

03/25/2011

04/12/2011

03/25/2011

04/12/2011

03/25/2011

04/12/2011

06/10/2010

06/25/2010

09/28/2010

10/19/2010

11/12/2010

12/14/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

medical records.

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
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Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
---	----------	---

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17404	(717) 767-6530
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YORK	PA	17404	(717) 767-6530
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YORK	PA	17404	(717) 767-6530
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MECHANICSBURG	PA	17055	(717) 697-4666
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MECHANICSBURG	PA	17055	(717) 697-4666
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MECHANICSBURG	PA	17055	(717) 697-4666
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MECHANICSBURG	PA	17055	(717) 697-4666
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MECHANICSBURG	PA	17055	(717) 697-4666
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/17/2010

12/14/2010

11/17/2010

12/14/2010

01/18/2011

02/08/2011

05/20/2009

07/01/2009

02/22/2010

03/15/2010

05/24/2010

07/05/2010

05/24/2010

07/05/2010

05/24/2010

07/05/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

regulations.

Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
---	---------	---

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
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Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395445	MESSIAH LIFEWAYS AT MESSIAH VILLAGE	100 MOUNT ALLEN DRIVE
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MECHANICSBURG	PA	17055	(717) 697-4666
MECHANICSBURG	PA	17055	(717) 697-4666
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380
NORRISTOWN	PA	19401	(610) 277-0380

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/24/2010

07/05/2010

06/23/2010

07/19/2010

11/24/2009

12/22/2009

03/16/2010

04/02/2010

10/26/2010

12/03/2010

12/21/2010

02/15/2011

12/21/2010

02/15/2011

06/27/2011

07/26/2011

09/26/2011

10/24/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Pharmacy Service Deficiencies

Health Nutrition and Dietary Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

standards.		harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395449	CHAPEL MANOR	1104 WELSH ROAD
395449	CHAPEL MANOR	1104 WELSH ROAD
395451	MANORCARE HEALTH SERVICES- DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES- DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES- DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES- DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES- DALLASTOWN	100 WEST QUEEN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19115	(215) 676-9191
PHILADELPHIA	PA	19115	(215) 676-9191
DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/30/2010

09/09/2010

04/12/2011

05/19/2011

02/20/2009

04/07/2009

02/20/2009

04/07/2009

02/20/2009

04/07/2009

02/20/2009

04/07/2009

02/20/2009

04/07/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

and comfortable.

Give or get x-rays and other tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
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Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
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Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
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Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
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Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern	Actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395454	PARKHOUSE, PROVIDENCE POINTE	1600 BLACK ROCK ROAD
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671
DALLASTOWN	PA	17313	(717) 246-1671
ROYERSFORD	PA	19468	(610) 948-8800
WILKES BARRE	PA	18701	(570) 825-3488
WILKES BARRE	PA	18701	(570) 825-3488
WILKES BARRE	PA	18701	(570) 825-3488
WILKES BARRE	PA	18701	(570) 825-3488

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/20/2009

04/07/2009

02/17/2011

03/22/2011

04/28/2011

06/14/2011

04/28/2011

06/14/2011

04/22/2009

06/05/2009

03/12/2009

05/27/2009

03/12/2009

04/23/2009

04/23/2009

05/27/2009

05/28/2010

07/26/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Administration Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE PA 18701 (570) 825-3488

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/28/2010

07/26/2010

05/28/2010

07/26/2010

03/31/2011

05/24/2011

03/31/2011

05/24/2011

03/31/2011

05/24/2011

03/31/2011

05/24/2011

04/15/2011

05/24/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395459	CRESTVIEW CENTER	262 TOLL GATE ROAD
395459	CRESTVIEW CENTER	262 TOLL GATE ROAD
395460	CHRIST THE KING MANOR	1100 WEST LONG AVENUE
395461	TUCKER HOUSE NURSING AND REHABILITATION CENTER	1001-11 WALLACE STREET
395461	TUCKER HOUSE NURSING AND REHABILITATION CENTER	1001-11 WALLACE STREET
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50,

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANGHORNE PA 19047 (215) 968-4650

LANGHORNE PA 19047 (215) 968-4650

DUBOIS PA 15801 (814) 371-3180

PHILADELPHIA PA 19123 (215) 235-1600

PHILADELPHIA PA 19123 (215) 235-1600

EFFORT PA 18330 (610) 681-4070

EFFORT PA 18330 (610) 681-4070

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/17/2010

06/25/2010

11/18/2010

12/02/2010

08/19/2010

08/27/2010

01/20/2012

03/05/2012

01/20/2012

03/05/2012

02/05/2009

04/08/2009

02/05/2009

04/08/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395462	BROOKMONT HEALTHCARE CENTER LLC	BROOKMONT DR P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EFFORT	PA	18330	(610) 681-4070
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EFFORT	PA	18330	(610) 681-4070
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EFFORT	PA	18330	(610) 681-4070
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EFFORT	PA	18330	(610) 681-4070
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EFFORT	PA	18330	(610) 681-4070
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EFFORT	PA	18330	(610) 681-4070
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EFFORT	PA	18330	(610) 681-4070
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/05/2009

04/08/2009

02/05/2009

04/08/2009

04/08/2009

04/27/2009

07/13/2010

08/30/2010

07/13/2010

08/30/2010

08/13/2010

08/30/2010

04/26/2011

05/30/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

his or her health status.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EFFORT	PA	18330	(610) 681-4070
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683
WEATHERLY	PA	18255	(570) 427-8683

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/30/2011

10/30/2011

04/22/2009

06/19/2009

12/15/2009

02/15/2010

12/15/2009

02/15/2010

02/02/2010

02/15/2010

11/22/2010

01/13/2011

01/13/2011

02/18/2011

01/13/2011

02/18/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Mistreatment Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are well nourished.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	REHAB CTR	AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395465	CEDARBROOK NURSING HOMES	350 S. CEDARBROOK ROAD
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEATHERLY PA 18255 (570) 427-8683

WEATHERLY PA 18255 (570) 427-8683

WEATHERLY PA 18255 (570) 427-8683

ALLENTOWN PA 18104 (610) 395-3727

MILFORD PA 18337 (570) 491-4121

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/13/2011

02/18/2011

04/29/2011

09/08/2011

04/29/2011

09/08/2011

01/06/2011

02/28/2011

06/23/2009

09/25/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Set up or keep a group of people to review and ensure quality.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
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395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
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395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
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395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
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395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
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395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/23/2009

09/25/2009

07/23/2009

08/18/2009

01/04/2010

02/22/2010

01/04/2010

02/22/2010

01/04/2010

02/22/2010

03/08/2011

04/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395466

MILFORD SENIOR CARE AND REHAB

264 ROUTE 6 & 209

395466

MILFORD SENIOR CARE AND REHAB

264 ROUTE 6 & 209

395466

MILFORD SENIOR CARE AND REHAB

264 ROUTE 6 & 209

395466

MILFORD SENIOR CARE AND REHAB

264 ROUTE 6 & 209

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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MILFORD	PA	18337	(570) 491-4121
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/01/2011

08/12/2011

10/18/2011

11/09/2011

10/18/2011

11/09/2011

11/09/2011

12/21/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:  
the resident is injured, there is a  
major change in resident's  
physical/mental health, there is a  
need to alter treatment  
significantly, or the resident must  
be transferred or discharged.

harm

Make sure that the nursing home  
area is free of dangers that cause  
accidents.

Isolated

Minimal harm or potential for actual  
harm

1) Make sure that residents who  
take drugs are not given too  
many doses or for too long; 2)  
make sure that the use of drugs  
is carefully watched; or 3) stop or  
change drugs that cause  
unwanted effects.

Isolated

Minimal harm or potential for actual  
harm

Immediately tell the resident,  
doctor, and a family member if:  
the resident is injured, there is a  
major change in resident's  
physical/mental health, there is a  
need to alter treatment  
significantly, or the resident must  
be transferred or discharged.

Pattern

Minimal harm or potential for actual  
harm

Give each resident enough fluids

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	PA	18337	(570) 491-4121
PHILADELPHIA	PA	19128	(215) 487-1300
PHILADELPHIA	PA	19128	(215) 487-1300
PHILADELPHIA	PA	19128	(215) 487-1300
PHILADELPHIA	PA	19128	(215) 487-1300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/21/2011

01/30/2012

03/25/2009

04/10/2009

11/09/2009

01/21/2010

12/02/2009

01/21/2010

12/02/2009

01/21/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

to keep them healthy and prevent dehydration.

Keep accurate and appropriate medical records.

Pattern

Minimal harm or potential for actual harm

Give the right treatment and services to residents who have mental or social problems adjusting.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395469	MANORCARE HEALTH SERVICES- ELIZABETHTOWN	320 SOUTH MARKET STREET
395469	MANORCARE HEALTH SERVICES- ELIZABETHTOWN	320 SOUTH MARKET STREET
395469	MANORCARE HEALTH SERVICES- ELIZABETHTOWN	320 SOUTH MARKET STREET
395472	MANORCARE HEALTH SERVICES-LEBANON	900 TUCK STREET
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ELIZABETHTOWN	PA	17022	(717) 367-1377
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ELIZABETHTOWN	PA	17022	(717) 367-1377
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ELIZABETHTOWN	PA	17022	(717) 367-1377
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LEBANON	PA	17042	(717) 273-8595
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NAZARETH	PA	18064	(610) 746-1900
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NAZARETH	PA	18064	(610) 746-1900
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/16/2009

05/14/2009

10/21/2010

11/16/2010

12/09/2010

12/21/2010

10/11/2011

11/02/2011

02/27/2009

04/27/2009

02/27/2009

04/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395476 GRACEDALE - NORTHAMPTON COUNTY GRACEDALE AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NAZARETH	PA	18064	(610) 746-1900
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NAZARETH	PA	18064	(610) 746-1900
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NAZARETH	PA	18064	(610) 746-1900
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NAZARETH	PA	18064	(610) 746-1900
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NAZARETH	PA	18064	(610) 746-1900
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NAZARETH	PA	18064	(610) 746-1900
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/27/2009

04/27/2009

05/05/2009

07/04/2009

06/04/2010

07/19/2010

07/15/2011

08/29/2011

08/04/2011

09/12/2011

12/19/2011

01/05/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Keep each resident's personal and medical records private and confidential.

Isolated

Minimal harm or potential for actual harm

1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.

Widespread

Potential for minimal harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395477	MANORCARE HEALTH SERVICES- LAURELDALE	2125 ELIZABETH AVENUE
395477	MANORCARE HEALTH SERVICES- LAURELDALE	2125 ELIZABETH AVENUE
395477	MANORCARE HEALTH SERVICES- LAURELDALE	2125 ELIZABETH AVENUE
395477	MANORCARE HEALTH SERVICES- LAURELDALE	2125 ELIZABETH AVENUE
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395481	HILLCREST CENTER	1245 CHURCH ROAD
395482	GOLDEN LIVINGCENTER-MANSION	1040-52 MARKET STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LAURELDALE PA 19605 (610) 921-9292

PHILADELPHIA PA 19130 (215) 685-0800

PHILADELPHIA PA 19130 (215) 685-0800

PHILADELPHIA PA 19130 (215) 685-0800

WYNCOTE PA 19095 (215) 884-9990

SUNBURY PA 17801 (570) 286-6922

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2009

12/09/2009

05/17/2011

06/22/2011

11/23/2011

01/04/2012

12/21/2011

01/04/2012

02/24/2010

04/14/2010

01/10/2011

02/11/2011

01/10/2011

02/11/2011

01/07/2009

02/12/2009

01/15/2009

03/03/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Nutrition and Dietary Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Mistreatment Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395482	GOLDEN LIVINGCENTER-MANSION	1040-52 MARKET STREET
395483	REGINA COMMUNITY NURSING CENTE	550 EAST FURNANCE STREET
395483	REGINA COMMUNITY NURSING CENTE	550 EAST FURNANCE STREET
395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET
395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET
395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SUNBURY	PA	17801	(570) 286-6922
NORRISTOWN	PA	19401	(610) 272-5600
NORRISTOWN	PA	19401	(610) 272-5600
PHILADELPHIA	PA	19146	(215) 546-5960
PHILADELPHIA	PA	19146	(215) 546-5960
PHILADELPHIA	PA	19146	(215) 546-5960

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/15/2009

03/03/2009

06/18/2009

08/17/2009

06/18/2009

08/17/2009

10/01/2009

11/11/2009

10/01/2009

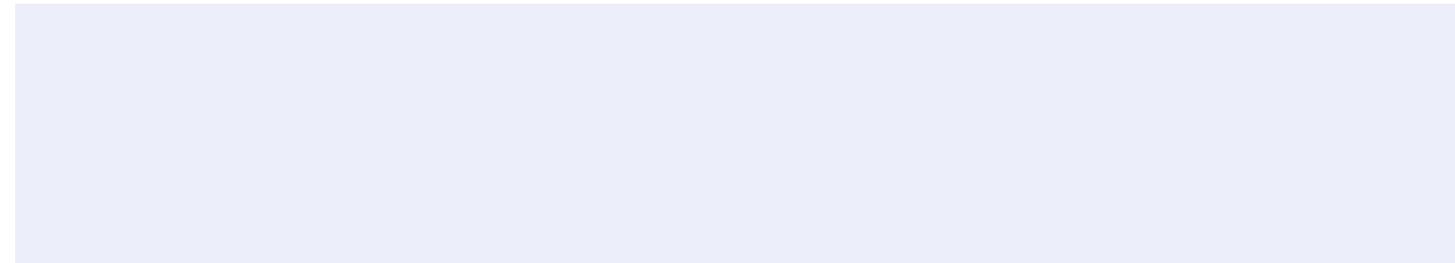
11/11/2009

08/19/2010

10/04/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET
395489	CORRY MANOR	640 WORTH STREET
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19146	(215) 546-5960
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CORRY	PA	16407	(814) 664-9606
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STROUDSBURG	PA	18360	(570) 992-4172
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STROUDSBURG	PA	18360	(570) 992-4172
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STROUDSBURG	PA	18360	(570) 992-4172
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STROUDSBURG	PA	18360	(570) 992-4172
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STROUDSBURG	PA	18360	(570) 992-4172
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/28/2011

12/16/2011

10/06/2009

10/14/2009

06/02/2009

08/18/2009

06/02/2009

10/05/2009

06/02/2009

08/18/2009

02/18/2010

04/19/2010

07/27/2010

09/27/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

actions that can be measured.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Pattern	Potential for minimal harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STROUDSBURG	PA	18360	(570) 992-4172
STROUDSBURG	PA	18360	(570) 992-4172
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/27/2010

09/27/2010

11/02/2011

11/30/2011

05/20/2009

06/30/2009

05/20/2009

06/30/2009

03/31/2010

04/30/2010

03/31/2010

04/30/2010

03/31/2010

04/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern	Potential for minimal harm
Keep each resident's personal and medical records private and confidential.	Pattern	Potential for minimal harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/27/2010

12/03/2010

01/27/2011

03/15/2011

01/27/2011

03/15/2011

02/11/2011

03/15/2011

04/27/2011

05/23/2011

04/27/2011

05/23/2011

07/29/2011

09/20/2011

10/25/2011

12/27/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Resident Rights Deficiencies



Health

Resident Rights Deficiencies



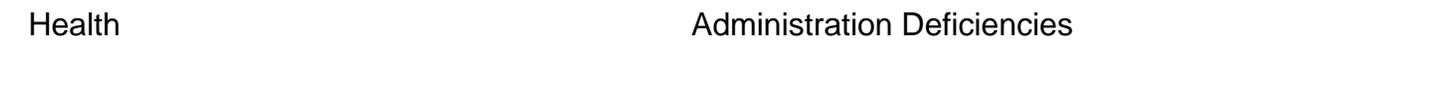
Health

Environmental Deficiencies



Health

Environmental Deficiencies



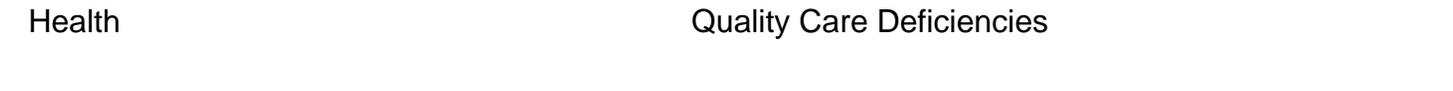
Health

Administration Deficiencies



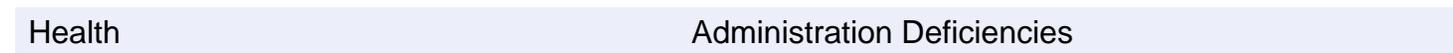
Health

Environmental Deficiencies



Health

Quality Care Deficiencies



Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment significantly, or the resident must be transferred or discharged.		
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Give or get lab tests to meet the	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395499	TREMONT HEALTH AND REHABILITAT	44 DONALDSON ROAD
395499	TREMONT HEALTH AND REHABILITAT	44 DONALDSON ROAD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
LAKE ARIEL	PA	18436	(570) 698-5647
TREMONT	PA	17981	(570) 695-3141
TREMONT	PA	17981	(570) 695-3141
GREENSBURG	PA	15601	(724) 837-6482
GREENSBURG	PA	15601	(724) 837-6482
GREENSBURG	PA	15601	(724) 837-6482

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/25/2011

12/27/2011

12/16/2011

12/27/2011

04/23/2010

06/08/2010

04/23/2010

06/08/2010

01/21/2009

03/18/2009

02/19/2009

03/18/2009

02/19/2009

03/18/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
Make sure that residents are well nourished.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

395500 MOUNTAINVIEW SPECIALTY CARE CENTER 227 SAND HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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GREENSBURG	PA	15601	(724) 837-6482
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/04/2009

06/30/2009

07/30/2009

09/09/2009

03/11/2011

04/08/2011

05/02/2011

06/29/2011

05/16/2011

06/29/2011

05/16/2011

06/29/2011

05/16/2011

06/29/2011

05/16/2011

06/29/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Make sure that residents are well nourished.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Widespread	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Widespread	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395512	MANORCARE HEALTH SERVICES-SUNBURY	800 COURT ST, CIRCLE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	(724) 837-6482
FORT WASHINGTON	PA	19034	(215) 628-3800
FORT WASHINGTON	PA	19034	(215) 628-3800
FORT WASHINGTON	PA	19034	(215) 628-3800
FORT WASHINGTON	PA	19034	(215) 628-3800
FORT WASHINGTON	PA	19034	(215) 628-3800
FORT WASHINGTON	PA	19034	(215) 628-3800
FORT WASHINGTON	PA	19034	(215) 628-3800
SUNBURY	PA	17801	(570) 286-7121

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/16/2011

07/05/2011

12/22/2008

02/05/2009

12/22/2008

02/05/2009

08/29/2011

09/23/2011

08/29/2011

09/23/2011

08/29/2011

09/23/2011

11/22/2011

12/09/2011

01/12/2012

02/14/2012

12/10/2008

12/23/2008

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

standards.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		CIRCLE DRIVE
395512	MANORCARE HEALTH SERVICES-SUNBURY	800 COURT ST, CIRCLE DRIVE
395512	MANORCARE HEALTH SERVICES-SUNBURY	800 COURT ST, CIRCLE DRIVE
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SUNBURY	PA	17801	(570) 286-7121
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SUNBURY	PA	17801	(570) 286-7121
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ALTOONA	PA	16602	(814) 944-0845
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ALTOONA	PA	16602	(814) 944-0845
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ALTOONA	PA	16602	(814) 944-0845
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ALTOONA	PA	16602	(814) 944-0845
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/09/2009

02/05/2009

08/23/2011

09/13/2011

08/16/2010

09/03/2010

11/12/2010

12/24/2010

03/23/2011

05/06/2011

03/23/2011

05/06/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

to keep them healthy and prevent dehydration.		harm
Allow married couples to share a room.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
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395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
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395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
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395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
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395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
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395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19141	(215) 456-8615
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PHILADELPHIA	PA	19141	(215) 456-8615
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PHILADELPHIA	PA	19141	(215) 456-8615
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PHILADELPHIA	PA	19141	(215) 456-8615
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PHILADELPHIA	PA	19141	(215) 456-8615
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PHILADELPHIA	PA	19141	(215) 456-8615
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/17/2009

04/16/2009

04/27/2009

05/08/2009

07/24/2009

08/10/2009

07/24/2009

08/10/2009

08/06/2009

08/21/2009

08/06/2009

08/21/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

adjusting.		
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE
395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE
395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19141 (215) 456-8615

MIDDLETOWN PA 17057 (717) 944-3351

MIDDLETOWN PA 17057 (717) 944-3351

MIDDLETOWN PA 17057 (717) 944-3351

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/06/2009

08/21/2009

01/13/2010

03/11/2010

01/13/2010

03/01/2010

05/28/2010

06/27/2010

11/05/2009

12/01/2009

02/22/2010

03/15/2010

03/04/2011

04/15/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MIDDLETOWN PA 17057 (717) 944-3351

MALVERN PA 19355 (610) 296-4170

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/09/2011

09/30/2011

02/13/2009

03/17/2009

02/13/2009

03/17/2009

09/25/2009

11/09/2009

09/25/2009

11/09/2009

09/25/2009

11/09/2009

01/04/2010

02/01/2010

03/02/2010

04/06/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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MALVERN	PA	19355	(610) 296-4170
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/02/2010

04/06/2010

03/02/2010

04/06/2010

03/12/2010

04/09/2010

05/27/2010

07/26/2010

06/30/2010

07/26/2010

06/30/2010

07/26/2010

01/04/2011

02/21/2011

01/04/2011

02/21/2011

06/21/2011

08/02/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
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395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
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395520	HERITAGE TOWERS	200 VETERANS LANE
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395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
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395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MALVERN PA 19355 (610) 296-4170

MALVERN PA 19355 (610) 296-4170

DOYLESTOWN PA 18901 (215) 345-4300

LANGHORNE PA 19047 (215) 757-7667

LANGHORNE PA 19047 (215) 757-7667

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/21/2011

08/02/2011

11/16/2011

12/06/2011

04/07/2009

05/01/2009

09/18/2009

11/02/2009

09/18/2009

11/02/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANGHORNE	PA	19047	(215) 757-7667
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LANGHORNE	PA	19047	(215) 757-7667
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LANGHORNE	PA	19047	(215) 757-7667
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LANGHORNE	PA	19047	(215) 757-7667
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NEW CASTLE	PA	16101	(724) 652-3863
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NEW CASTLE	PA	16101	(724) 652-3863
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NEW CASTLE	PA	16101	(724) 652-3863
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/25/2011

06/27/2011

05/25/2011

06/27/2011

05/25/2011

06/27/2011

08/02/2011

08/22/2011

05/15/2009

06/02/2009

06/09/2009

06/29/2009

08/12/2009

09/18/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395525	IVY HILL REHABILITATION AND NURSING CENTER	1401 IVY HILL ROAD
395525	IVY HILL REHABILITATION AND NURSING CENTER	1401 IVY HILL ROAD
395526	CHARLES M. MORRIS NURSING AND	200 JHF DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	(724) 652-3863
NEW CASTLE	PA	16101	(724) 652-3863
NEW CASTLE	PA	16101	(724) 652-3863
NEW CASTLE	PA	16101	(724) 652-3863
NEW CASTLE	PA	16101	(724) 652-3863
NEW CASTLE	PA	16101	(724) 652-3863
PHILADELPHIA	PA	19150	(215) 233-5605
PHILADELPHIA	PA	19150	(215) 233-5605
PITTSBURGH	PA	15217	(412) 420-4000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/04/2009

09/16/2009

10/08/2009

11/16/2009

05/04/2011

05/31/2011

05/04/2011

05/31/2011

10/18/2011

12/07/2011

10/18/2011

12/07/2011

11/10/2010

01/06/2011

11/10/2010

01/06/2011

05/06/2009

06/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395526 CHARLES M. MORRIS NURSING AND 200 JHF DRIVE

395526 CHARLES M. MORRIS NURSING AND 200 JHF DRIVE

395527 MANORCARE HEALTH SERVICES-  
BETHLEHEM (2029) 2029 WESTGATE  
DRIVE

395527 MANORCARE HEALTH SERVICES-  
BETHLEHEM (2029) 2029 WESTGATE  
DRIVE

395527 MANORCARE HEALTH SERVICES-  
BETHLEHEM (2029) 2029 WESTGATE  
DRIVE

395527 MANORCARE HEALTH SERVICES-  
BETHLEHEM (2029) 2029 WESTGATE  
DRIVE

395527 MANORCARE HEALTH SERVICES-  
BETHLEHEM (2029) 2029 WESTGATE  
DRIVE

395527 MANORCARE HEALTH SERVICES-  
BETHLEHEM (2029) 2029 WESTGATE  
DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15217	(412) 420-4000
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PITTSBURGH	PA	15217	(412) 420-4000
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BETHLEHEM	PA	18017	(610) 861-0100
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BETHLEHEM	PA	18017	(610) 861-0100
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BETHLEHEM	PA	18017	(610) 861-0100
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BETHLEHEM	PA	18017	(610) 861-0100
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BETHLEHEM	PA	18017	(610) 861-0100
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BETHLEHEM	PA	18017	(610) 861-0100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/25/2009

12/20/2009

12/22/2011

01/20/2012

07/15/2009

08/18/2009

07/15/2009

08/18/2009

01/07/2010

02/09/2010

05/10/2011

06/01/2011

05/10/2011

06/01/2011

02/14/2012

03/12/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

theft of personal property.

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident's nutritional needs were met.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395530	PRESBYTERIAN HOMES-PRESBY	220 NEWRY STREET
395530	PRESBYTERIAN HOMES-PRESBY	220 NEWRY STREET
395534	FAIR WINDS MANOR	126 IRON BRIDGE ROAD
395534	FAIR WINDS MANOR	126 IRON BRIDGE ROAD
395534	FAIR WINDS MANOR	126 IRON BRIDGE ROAD
395535	MARWOOD REST HOME, INC	1018-20 OAK LANE AVENUE
395535	MARWOOD REST HOME, INC	1018-20 OAK LANE AVENUE
395536	EDISON MANOR NURSING & REHABILITATION	222 WEST EDISON

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	(814) 695-5095
HOLLIDAYSBURG	PA	16648	(814) 695-5095
SARVER	PA	16055	(724) 353-1531
SARVER	PA	16055	(724) 353-1531
SARVER	PA	16055	(724) 353-1531
PHILADELPHIA	PA	19126	(215) 224-9898
PHILADELPHIA	PA	19126	(215) 224-9898
NEW CASTLE	PA	16101	(724) 652-6340

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/13/2009

02/27/2009

03/09/2010

04/05/2010

05/06/2011

06/27/2011

05/06/2011

06/27/2011

05/06/2011

06/27/2011

07/12/2011

07/22/2011

07/12/2011

07/22/2011

04/06/2009

05/08/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Administration Deficiencies

Health Resident Rights Deficiencies

Health Administration Deficiencies

Health Nutrition and Dietary Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

emergencies, and give them out properly.		
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Have a detailed, written plan for disasters and emergencies.	Widespread	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/26/2009

09/24/2009

08/26/2009

08/28/2009

08/26/2009

08/28/2009

08/26/2009

09/24/2009

10/08/2010

11/22/2010

10/08/2010

11/22/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Administration Deficiencies

Health Pharmacy Service Deficiencies

Health Pharmacy Service Deficiencies

Health Resident Rights Deficiencies

Health Mistreatment Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
NEW CASTLE	PA	16101	(724) 652-6340
PHILADELPHIA	PA	19152	(215) 722-2300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/08/2010

12/27/2010

04/11/2011

05/26/2011

04/11/2011

05/26/2011

04/11/2011

05/26/2011

06/22/2011

07/29/2011

09/16/2011

10/30/2011

12/01/2011

01/17/2012

12/01/2011

01/17/2012

04/16/2009

06/04/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Resident Rights Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395537

GLENDALE UPTOWN HOME

7800 BUSTLETON  
AVENUE

395537

GLENDALE UPTOWN HOME

7800 BUSTLETON

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19152 (215) 722-2300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/21/2009

09/08/2009

08/21/2009

09/08/2009

10/13/2009

11/15/2009

10/25/2010

11/04/2010

01/03/2011

01/21/2011

03/31/2011

05/25/2011

04/14/2011

05/25/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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Give or get dental care for each	Isolated	Minimal harm or potential for actual
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395538	CONSULATE HEALTH CARE OF CHESWICK	AVENUE 3876 SAXONBURG BOULEVARD
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CHESWICK	PA	15024	(412) 767-4998
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CHESWICK	PA	15024	(412) 767-4998
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CHESWICK	PA	15024	(412) 767-4998
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CHESWICK	PA	15024	(412) 767-4998
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CHESWICK	PA	15024	(412) 767-4998
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EASTON	PA	18045	(610) 250-0150
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EASTON	PA	18045	(610) 250-0150
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EASTON	PA	18045	(610) 250-0150
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/15/2010

10/08/2010

02/17/2011

04/07/2011

04/14/2011

05/31/2011

05/04/2011

05/31/2011

05/04/2011

05/31/2011

06/19/2009

07/15/2009

10/23/2009

12/08/2009

03/02/2010

03/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

resident.		harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread	Potential for minimal harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EASTON	PA	18045	(610) 250-0150
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EASTON	PA	18045	(610) 250-0150
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MOUNTAIN TOP	PA	18707	(570) 474-6377
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MOUNTAIN TOP	PA	18707	(570) 474-6377
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MOUNTAIN TOP	PA	18707	(570) 474-6377
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MOUNTAIN TOP	PA	18707	(570) 474-6377
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/19/2010

04/27/2010

02/02/2012

02/28/2012

04/22/2011

06/20/2011

05/05/2011

06/23/2011

05/05/2011

06/23/2011

06/23/2011

07/15/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern	Potential for minimal harm
Provide activities to meet the needs of each resident.	Pattern	Minimal harm or potential for actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395545	FAIRVIEW CARE CENTER OF PAPERMILL ROAD	850 PAPERMILL ROAD
395545	FAIRVIEW CARE CENTER OF PAPERMILL ROAD	850 PAPERMILL ROAD
395545	FAIRVIEW CARE CENTER OF PAPERMILL ROAD	850 PAPERMILL ROAD
395550	DR ARTHUR CLIFTON MCKINLEY CTR	133 LAURELBROOKE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN TOP PA 18707 (570) 474-6377

MOUNTAIN TOP PA 18707 (570) 474-6377

MOUNTAIN TOP PA 18707 (570) 474-6377

GLENSIDE PA 19038 (215) 233-5830

GLENSIDE PA 19038 (215) 233-5830

GLENSIDE PA 19038 (215) 233-5830

BROOKVILLE PA 15825 (814) 849-3615

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/23/2011

07/15/2011

06/23/2011

07/15/2011

02/09/2012

03/01/2012

03/03/2011

04/12/2011

06/28/2011

08/12/2011

06/28/2011

08/12/2011

07/12/2011

07/21/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395550	DR ARTHUR CLIFTON MCKINLEY CTR	133 LAURELBROOKE DRIVE
395552	BETHLEN HM OF THE HUNGARIAN RF	66 CAREY SCHOOL ROAD
395552	BETHLEN HM OF THE HUNGARIAN RF	66 CAREY SCHOOL ROAD
395554	FOREST CITY NURSING AND REHAB CENTER	915 DELAWARE STREET
395554	FOREST CITY NURSING AND REHAB CENTER	915 DELAWARE STREET
395554	FOREST CITY NURSING AND REHAB CENTER	915 DELAWARE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BROOKVILLE	PA	15825	(814) 849-3615
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LIGONIER	PA	15658	(724) 238-6711
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LIGONIER	PA	15658	(724) 238-6711
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FOREST CITY	PA	18421	(570) 785-3005
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FOREST CITY	PA	18421	(570) 785-3005
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FOREST CITY	PA	18421	(570) 785-3005
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/12/2011

07/21/2011

09/04/2009

09/22/2009

06/09/2011

07/01/2011

03/24/2009

05/08/2009

03/24/2009

05/08/2009

05/29/2009

06/30/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395555

PENNSBURG MANOR

530 MACOBY STREET

395555

PENNSBURG MANOR

530 MACOBY STREET

395556

SHENANDOAH MANOR NURSING CENTE

101 E. WASHINGTON  
ST

395556

SHENANDOAH MANOR NURSING CENTE

101 E. WASHINGTON  
ST

395556

SHENANDOAH MANOR NURSING CENTE

101 E. WASHINGTON  
ST

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PENNSBURG	PA	18073	(215) 679-8076
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PENNSBURG	PA	18073	(215) 679-8076
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SHENANDOAH	PA	17976	(570) 462-1908
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SHENANDOAH	PA	17976	(570) 462-1908
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SHENANDOAH	PA	17976	(570) 462-1908
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/21/2011

01/18/2012

11/21/2011

01/18/2012

08/10/2010

09/07/2010

08/10/2010

09/07/2010

08/10/2010

09/07/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Pattern	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395556	SHENANDOAH MANOR NURSING CENTE	101 E. WASHINGTON ST
395558	ST MONICA MANOR	2509 SOUTH FOURTH STREET
395559	MENNONITE HOME, THE	1520 HARRISBURG PIKE
395559	MENNONITE HOME, THE	1520 HARRISBURG PIKE
395560	MASONIC VILLAGE AT ELIZABETHTOWN	ONE MASONIC DRIVE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH PA 17976 (570) 462-1908

PHILADELPHIA PA 19148 (215) 271-1080

LANCASTER PA 17601 (717) 393-1301

LANCASTER PA 17601 (717) 393-1301

ELIZABETHTOWN PA 17022 (717) 367-1121

PITTSBURGH PA 15214 (412) 321-4139

PITTSBURGH PA 15214 (412) 321-4139

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/11/2011

05/31/2011

01/06/2012

02/17/2012

07/23/2010

09/21/2010

07/23/2010

09/21/2010

03/04/2009

03/06/2009

12/15/2009

01/26/2010

12/15/2009

01/26/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
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395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
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395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
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395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
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395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
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395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15214	(412) 321-4139
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PITTSBURGH	PA	15214	(412) 321-4139
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PITTSBURGH	PA	15214	(412) 321-4139
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MARTINSBURG	PA	16662	(814) 793-2104
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MARTINSBURG	PA	16662	(814) 793-2104
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MARTINSBURG	PA	16662	(814) 793-2104
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/15/2009

01/26/2010

12/15/2009

01/26/2010

08/12/2011

09/08/2011

04/22/2010

06/30/2010

04/22/2010

06/30/2010

06/30/2010

07/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MARTINSBURG	PA	16662	(814) 793-2104
TAYLOR	PA	18517	(570) 562-2102
TAYLOR	PA	18517	(570) 562-2102
TAYLOR	PA	18517	(570) 562-2102
TAYLOR	PA	18517	(570) 562-2102
TAYLOR	PA	18517	(570) 562-2102
TAYLOR	PA	18517	(570) 562-2102

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/29/2011

02/10/2012

02/02/2009

04/02/2009

02/02/2009

04/02/2009

09/11/2009

10/16/2009

09/11/2009

10/16/2009

09/11/2009

10/16/2009

02/04/2010

04/03/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Mistreatment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give lab tests only when the attending doctor ordered them.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

04/03/2010

03/18/2010

04/03/2010

03/18/2010

04/03/2010

07/02/2010

09/01/2010

07/02/2010

09/01/2010

07/02/2010

09/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

residents.		
Give enough notice to the resident before changing the resident's room or roommate.	Isolated	Minimal harm or potential for actual harm
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern	Potential for minimal harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395566	HIGHLAND MANOR NURSING AND CON	750 SCHOOLEY AVENUE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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TAYLOR	PA	18517	(570) 562-2102
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EXETER	PA	18643	(570) 655-3791
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/02/2010

09/01/2010

07/02/2010

09/01/2010

06/21/2011

08/23/2011

08/23/2011

09/09/2011

12/16/2008

03/03/2009

12/31/2008

03/05/2009

12/31/2008

03/05/2009

12/31/2008

04/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395567

DUNMORE HEALTH CARE CENTER

1000 MILL STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE PA 18512 (570) 342-7624

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/31/2008

05/12/2009

12/31/2008

03/05/2009

01/30/2009

04/23/2009

01/30/2009

03/05/2009

01/30/2009

03/05/2009

03/05/2009

04/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

actions that can be measured.

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
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Give lab tests only when the attending doctor ordered them.	Isolated	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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DUNMORE	PA	18512	(570) 342-7624
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/05/2009

04/23/2009

03/05/2009

05/12/2009

03/05/2009

05/12/2009

03/05/2009

04/23/2009

03/05/2009

05/12/2009

03/05/2009

05/12/2009

03/20/2009

04/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in	Widespread	Minimal harm or potential for actual



# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE PA 18512 (570) 342-7624

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/20/2009

04/23/2009

04/23/2009

05/12/2009

04/23/2009

05/12/2009

07/01/2009

08/12/2009

07/01/2009

08/12/2009

07/21/2009

08/12/2009

07/21/2009

08/12/2009

10/09/2009

10/22/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

a safe and clean way.		harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE PA 18512 (570) 342-7624

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/13/2010

05/18/2010

04/13/2010

05/18/2010

04/13/2010

05/18/2010

04/13/2010

05/18/2010

05/04/2010

05/18/2010

05/04/2010

05/18/2010

05/04/2010

05/18/2010

05/04/2010

05/18/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Bill properly: Charged resident for items that Medicare or Medicaid pays for.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	(570) 342-7624
DUNMORE	PA	18512	(570) 342-7624
DUNMORE	PA	18512	(570) 342-7624
DUNMORE	PA	18512	(570) 342-7624
DUNMORE	PA	18512	(570) 342-7624
DUNMORE	PA	18512	(570) 342-7624

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/16/2010

10/06/2010

01/20/2011

03/02/2011

04/28/2011

05/09/2011

04/28/2011

05/09/2011

04/28/2011

05/09/2011

04/28/2011

05/09/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Mistreatment Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident enough fluids to keep them healthy and prevent dehydration.	Pattern	Minimal harm or potential for actual harm
Let the resident or the resident's representative look at all records.	Pattern	Potential for minimal harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395567

DUNMORE HEALTH CARE CENTER

1000 MILL STREET

395568

JULIA POUND CARE CENTER

1155 INDIAN SPRINGS  
ROAD

395568

JULIA POUND CARE CENTER

1155 INDIAN SPRINGS  
ROAD

395569

HILLSDALE REHABILITATION AND NURSING  
CENTER

383 MOUNTAIN VIEW  
DRIVE

395569

HILLSDALE REHABILITATION AND NURSING  
CENTER

383 MOUNTAIN VIEW  
DRIVE

395569

HILLSDALE REHABILITATION AND NURSING  
CENTER

383 MOUNTAIN VIEW  
DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	(570) 342-7624
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INDIANA	PA	15701	(724) 349-4870
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INDIANA	PA	15701	(724) 349-4870
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HILLSDALE	PA	15746	(814) 743-6613
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HILLSDALE	PA	15746	(814) 743-6613
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HILLSDALE	PA	15746	(814) 743-6613
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/29/2011

09/13/2011

04/29/2010

06/15/2010

02/07/2011

03/09/2011

06/23/2009

07/03/2009

09/17/2010

10/30/2010

09/12/2011

10/05/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Let the appropriate people see and talk to each resident.

Pattern

Potential for minimal harm

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.

Isolated

Minimal harm or potential for actual harm

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395569	HILLSDALE REHABILITATION AND NURSING CENTER	383 MOUNTAIN VIEW DRIVE
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HILLSDALE	PA	15746	(814) 743-6613
FAIRVIEW	PA	16415	(814) 838-4822
FAIRVIEW	PA	16415	(814) 838-4822
FAIRVIEW	PA	16415	(814) 838-4822
FAIRVIEW	PA	16415	(814) 838-4822
WASHINGTON	PA	15301	(724) 228-5010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/09/2011

12/16/2011

09/17/2010

10/22/2010

09/17/2010

10/22/2010

09/17/2010

10/22/2010

10/13/2010

10/22/2010

12/23/2010

02/10/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

change drugs that cause unwanted effects.		
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		RIDGE RD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD
395579	CAMBRIDGE SPRINGS REHABILITATION & NURSING CENTER	110 CANFIELD STREET
395579	CAMBRIDGE SPRINGS REHABILITATION & NURSING CENTER	110 CANFIELD STREET
395579	CAMBRIDGE SPRINGS REHABILITATION & NURSING CENTER	110 CANFIELD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WASHINGTON	PA	15301	(724) 228-5010
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WASHINGTON	PA	15301	(724) 228-5010
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WASHINGTON	PA	15301	(724) 228-5010
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CAMBRIDGE SPRINGS	PA	16403	(814) 398-4626
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CAMBRIDGE SPRINGS	PA	16403	(814) 398-4626
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CAMBRIDGE SPRINGS	PA	16403	(814) 398-4626
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/23/2010

02/10/2011

12/23/2010

02/10/2011

12/23/2010

02/10/2011

02/11/2011

03/25/2011

02/11/2011

03/25/2011

06/20/2011

08/11/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	(570) 454-8888
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HAZLETON	PA	18202	(570) 454-8888
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HAZLETON	PA	18202	(570) 454-8888
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HAZLETON	PA	18202	(570) 454-8888
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HAZLETON	PA	18202	(570) 454-8888
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HAZLETON	PA	18202	(570) 454-8888
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HAZLETON	PA	18202	(570) 454-8888
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2009

06/02/2009

04/15/2009

06/02/2009

04/15/2009

06/02/2009

04/15/2009

06/02/2009

09/22/2009

11/09/2009

09/22/2009

11/09/2009

09/22/2009

11/09/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Nutrition and Dietary Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

grooming and hygiene.		
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/21/2009

11/09/2009

10/21/2009

11/09/2009

10/21/2009

11/09/2009

12/29/2009

03/23/2010

12/29/2009

03/23/2010

02/09/2010

03/23/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/09/2010

03/23/2010

02/24/2010

03/23/2010

02/24/2010

04/29/2010

02/24/2010

04/29/2010

03/23/2010

04/29/2010

03/23/2010

04/29/2010

04/14/2010

04/29/2010

05/11/2010

05/21/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Assessment Deficiencies
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Health	Resident Rights Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Mistreatment Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/28/2010

08/20/2010

06/09/2010

07/01/2010

07/20/2010

08/20/2010

07/20/2010

08/20/2010

08/20/2010

09/02/2010

08/20/2010

09/02/2010

03/15/2011

06/30/2011

03/15/2011

06/30/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395583	SOUTH MOUNTAIN RESTORATION CEN	BUILDING #1
395585	BALDOCK HEALTH CARE CENTER	8850 BARNES LAKE ROAD
395585	BALDOCK HEALTH CARE CENTER	8850 BARNES LAKE ROAD
395586	BRADFORD COUNTY MANOR	15900 ROUTE 6
395586	BRADFORD COUNTY MANOR	15900 ROUTE 6
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION	4 EAST CENTER

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	(570) 454-8888
HAZLETON	PA	18202	(570) 454-8888
SOUTH MOUNTAIN	PA	17261	(717) 749-3121
IRWIN	PA	15642	(724) 864-7190
IRWIN	PA	15642	(724) 864-7190
TROY	PA	16947	(717) 297-4111
TROY	PA	16947	(717) 297-4111
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/30/2011

08/02/2011

06/30/2011

08/02/2011

12/30/2009

01/28/2010

03/10/2010

04/12/2010

08/29/2011

09/28/2011

03/04/2011

04/19/2011

03/04/2011

04/19/2011

05/05/2009

07/10/2009

05/05/2009

07/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Actual harm
Send and promptly deliver unopened mail to residents.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600
DALLAS	PA	18612	(570) 675-8600

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/05/2009

07/10/2009

07/10/2009

08/24/2009

11/02/2009

12/04/2009

09/29/2010

11/30/2010

09/29/2010

11/30/2010

01/03/2012

02/07/2012

01/03/2012

02/07/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Mistreatment Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Pattern	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395591	LUTHER CREST NURSING FACILITY	800 HAUSMAN ROAD
395591	LUTHER CREST NURSING FACILITY	800 HAUSMAN ROAD
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395593	TRINITY LIVING CENTER	400 HILLCREST

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MEADVILLE	PA	16335	(814) 337-4228
MEADVILLE	PA	16335	(814) 337-4228
MEADVILLE	PA	16335	(814) 337-4228
MEADVILLE	PA	16335	(814) 337-4228
ALLENTOWN	PA	18104	(610) 398-8011
ALLENTOWN	PA	18104	(610) 398-8011
GROVE CITY	PA	16127	(724) 458-9501
GROVE CITY	PA	16127	(724) 458-9501

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/28/2010

10/28/2010

02/25/2011

04/25/2011

02/25/2011

04/25/2011

05/11/2011

06/30/2011

12/07/2009

01/15/2010

02/01/2011

03/18/2011

09/16/2009

10/23/2009

09/16/2009

10/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Mistreatment Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Resident Assessment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide needed housekeeping and maintenance.	Pattern	Potential for minimal harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

AVENUE

395593

TRINITY LIVING CENTER

400 HILLCREST  
AVENUE

395593

TRINITY LIVING CENTER

400 HILLCREST

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GROVE CITY PA 16127 (724) 458-9501

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/16/2009

10/23/2009

09/16/2009

10/23/2009

05/09/2011

05/31/2011

05/09/2011

05/31/2011

05/09/2011

05/31/2011

05/09/2011

05/31/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

that meets all of a resident's needs, with timetables and actions that can be measured.

harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Pattern

Immediate jeopardy to resident health or safety

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Pattern

Immediate jeopardy to resident health or safety

Be administered in a way that leads to the highest possible level of well being for each resident.

Widespread

Minimal harm or potential for actual harm

Immediately tell the resident,

Pattern

Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

			AVENUE
395594	GOLDEN LIVINGCENTER-OIL CITY	1293 GRANDVIEW ROAD	
395594	GOLDEN LIVINGCENTER-OIL CITY	1293 GRANDVIEW ROAD	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET	

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

[REDACTED]			
OIL CITY	PA	16301	(814) 676-8208
OIL CITY	PA	16301	(814) 676-8208
CHESTER	PA	19013	(610) 872-5373
CHESTER	PA	19013	(610) 872-5373
CHESTER	PA	19013	(610) 872-5373
CHESTER	PA	19013	(610) 872-5373
CHESTER	PA	19013	(610) 872-5373
CHESTER	PA	19013	(610) 872-5373

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010

11/12/2010

09/30/2010

11/12/2010

03/31/2009

04/09/2009

04/20/2009

06/02/2009

04/20/2009

06/02/2009

04/20/2009

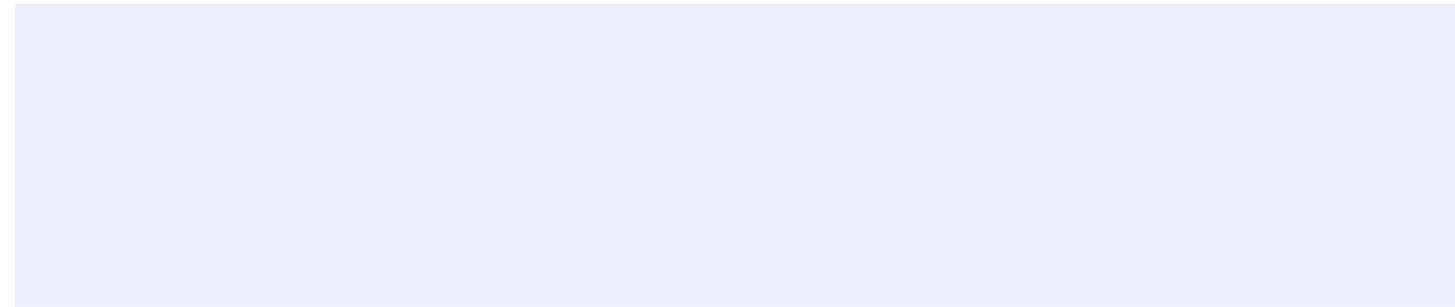
06/02/2009

04/20/2009

06/02/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	HEALTHCARE	STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CHESTER PA 19013 (610) 872-5373

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010

07/13/2010

06/03/2010

07/13/2010

02/11/2011

03/28/2011

06/28/2011

08/12/2011

06/28/2011

08/12/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

to prevent new bed (pressure) sores or heal existing bed sores.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395596	COUNTRY MEADOWS OF SOUTH HILLS	3590 WASHINGTON PIKE
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CHESTER	PA	19013	(610) 872-5373
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CHESTER	PA	19013	(610) 872-5373
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CHESTER	PA	19013	(610) 872-5373
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CHESTER	PA	19013	(610) 872-5373
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BRIDGEVILLE	PA	15017	(412) 257-2474
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/28/2011

08/12/2011

06/28/2011

08/12/2011

06/28/2011

08/12/2011

06/28/2011

08/12/2011

09/30/2011

11/07/2011

02/06/2009

03/13/2009

02/06/2009

03/13/2009

08/20/2009

08/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Immediate jeopardy to resident health or safety

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395603	REHAB CTR CARING HEIGHTS COMMUNITY CARE & REHAB CTR	ROAD 234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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CORAOPOLIS	PA	15108	(412) 331-6060
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/20/2009

08/24/2009

08/20/2009

09/21/2009

08/20/2009

09/21/2009

08/20/2009

09/21/2009

08/20/2009

09/21/2009

08/20/2009

09/21/2009

08/20/2009

09/21/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

from serious medication errors.		safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CORAOPOLIS	PA	15108	(412) 331-6060
CORAOPOLIS	PA	15108	(412) 331-6060
CORAOPOLIS	PA	15108	(412) 331-6060
CORAOPOLIS	PA	15108	(412) 331-6060
CORAOPOLIS	PA	15108	(412) 331-6060
CORAOPOLIS	PA	15108	(412) 331-6060
CORAOPOLIS	PA	15108	(412) 331-6060
GREENSBURG	PA	15601	(724) 836-2480

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/29/2009

11/03/2009

12/03/2009

12/21/2009

12/03/2009

12/21/2009

06/23/2010

07/27/2010

10/06/2011

11/15/2011

01/24/2012

02/28/2012

01/24/2012

02/28/2012

10/01/2009

11/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Potential for minimal harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Widespread	Potential for minimal harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395605	ST BARNABAS NURSING HOME	5827 MERIDIAN ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	(724) 836-2480
GREENSBURG	PA	15601	(724) 836-2480
GREENSBURG	PA	15601	(724) 836-2480
GREENSBURG	PA	15601	(724) 836-2480
GREENSBURG	PA	15601	(724) 836-2480
GREENSBURG	PA	15601	(724) 836-2480
GIBSONIA	PA	15044	(724) 443-0700
PITTSBURGH	PA	15237	(412) 369-2020

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/01/2009

11/10/2009

10/01/2009

11/10/2009

10/01/2009

11/10/2009

08/10/2011

10/04/2011

08/10/2011

10/04/2011

02/03/2009

03/03/2009

10/06/2009

11/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Pharmacy Service Deficiencies

Health Pharmacy Service Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395607	GOLDEN LIVINGCENTER-SHIPPEVILLE	21158 PAINT BOULEVARD
395607	GOLDEN LIVINGCENTER-SHIPPEVILLE	21158 PAINT BOULEVARD
395607	GOLDEN LIVINGCENTER-SHIPPEVILLE	21158 PAINT

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15237 (412) 369-2020

SHIPPENVILLE PA 16254 (814) 226-5660

SHIPPENVILLE PA 16254 (814) 226-5660

SHIPPENVILLE PA 16254 (814) 226-5660

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/30/2010

11/26/2010

09/30/2010

11/26/2010

11/16/2010

12/21/2010

01/25/2011

02/11/2011

01/25/2011

02/11/2011

02/07/2011

02/18/2011

03/11/2011

05/02/2011

05/11/2011

06/20/2011

05/11/2011

06/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Electrical Deficiencies

Fire Safety

Exits and Egress Deficiencies

Fire Safety

Medical Gases and Anesthetizing Areas Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
properly installed electrical wiring and equipment.	Isolated	Minimal harm or potential for actual harm
exits that are accessible at all times.	Widespread	Minimal harm or potential for actual harm
properly constructed piped-in oxygen systems.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395607	GOLDEN LIVINGCENTER-SHIPPEVILLE	21158 PAINT BOULEVARD
395607	GOLDEN LIVINGCENTER-SHIPPEVILLE	21158 PAINT BOULEVARD
395607	GOLDEN LIVINGCENTER-SHIPPEVILLE	21158 PAINT BOULEVARD
395610	GOLDEN LIVINGCENTER-RICHLAND	349 VOTECH DRIVE
395613	FALLING SPRING NURSING AND REH	201 FRANKLIN FARM LANE
395613	FALLING SPRING NURSING AND REH	201 FRANKLIN FARM LANE
395614	ROLLING HILLS MANOR	17350 OLD TURNPIKE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHIPPENVILLE	PA	16254	(814) 226-5660
SHIPPENVILLE	PA	16254	(814) 226-5660
SHIPPENVILLE	PA	16254	(814) 226-5660
JOHNSTOWN	PA	15904	(814) 266-9702
CHAMBERSBURG	PA	17201	(717) 264-2715
CHAMBERSBURG	PA	17201	(717) 264-2715
MILLMONT	PA	17845	(570) 922-3351

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/17/2011

07/11/2011

11/30/2011

12/27/2011

09/03/2009

10/13/2009

10/28/2009

11/13/2009

03/10/2011

04/26/2011

11/12/2010

12/06/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395617	JOHN J KANE REGIONAL CENTER-SC	300 KANE BOULEVARD
395618	MULBERRY SQUARE	411 1/2 W MAHONING STREET
395619	ROLLING FIELDS, INC	9108 STATE HIGHWAY 198
395619	ROLLING FIELDS, INC	9108 STATE HIGHWAY 198
395620	WEST HILLS HEALTH AND REHABILITATION CENTER	951 BRODHEAD ROAD
395621	ST MARY MANOR	701 LANSDALE AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15243	(412) 429-3020
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PUNXSUTAWNEY	PA	15767	(814) 938-6020
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CONNEAUTVILLE	PA	16406	(814) 587-2012
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CONNEAUTVILLE	PA	16406	(814) 587-2012
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CORAOPOLIS	PA	15108	(412) 269-1101
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LANSDALE	PA	19446	(215) 368-0900
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/28/2009

10/27/2009

09/07/2011

09/23/2011

07/31/2009

09/28/2009

12/22/2009

02/20/2010

07/08/2009

08/05/2009

05/14/2009

07/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

according to his or her interests, assessment, and plan of care.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Let residents complain without being treated differently or badly.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395621	ST MARY MANOR	701 LANSDALE AVENUE
395621	ST MARY MANOR	701 LANSDALE AVENUE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395624	ROLLING MEADOWS	107 CURRY ROAD
395624	ROLLING MEADOWS	107 CURRY ROAD
395624	ROLLING MEADOWS	107 CURRY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANSDALE	PA	19446	(215) 368-0900
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LANSDALE	PA	19446	(215) 368-0900
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DANVILLE	PA	17821	(570) 275-5240
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DANVILLE	PA	17821	(570) 275-5240
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DANVILLE	PA	17821	(570) 275-5240
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DANVILLE	PA	17821	(570) 275-5240
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DANVILLE	PA	17821	(570) 275-5240
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WAYNESBURG	PA	15370	(724) 627-3153
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WAYNESBURG	PA	15370	(724) 627-3153
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WAYNESBURG	PA	15370	(724) 627-3153
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/08/2009

07/13/2009

08/10/2009

09/01/2009

12/02/2008

12/26/2008

03/25/2009

04/14/2009

03/04/2010

05/10/2010

04/22/2010

05/10/2010

04/22/2010

05/10/2010

07/16/2010

09/09/2010

12/20/2010

02/14/2011

03/24/2011

04/07/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Potential for minimal harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Potential for minimal harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395624

ROLLING MEADOWS

107 CURRY ROAD

395627

GOLDEN LIVINGCENTER-READING

21 FAIRLANE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WAYNESBURG	PA	15370	(724) 627-3153
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READING	PA	19606	(610) 779-8522
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READING	PA	19606	(610) 779-8522
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READING	PA	19606	(610) 779-8522
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READING	PA	19606	(610) 779-8522
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/24/2011

04/08/2011

01/28/2011

03/02/2011

11/14/2011

01/09/2012

11/14/2011

01/09/2012

11/14/2011

01/09/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.		harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395627

GOLDEN LIVINGCENTER-READING

21 FAIRLANE ROAD

395627

GOLDEN LIVINGCENTER-READING

21 FAIRLANE ROAD

395628

PARK PLEASANT HEALTH CARE FACI

4712 CHESTER  
AVENUE

395629

MT MACRINA MANOR

520 WEST MAIN  
STREET

395636

MANOR AT ST LUKE VILLAGE,THE

1711 EAST BROAD  
STREET

395636

MANOR AT ST LUKE VILLAGE,THE

1711 EAST BROAD  
STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

READING PA 19606 (610) 779-8522

READING PA 19606 (610) 779-8522

PHILADELPHIA PA 19143 (215) 727-4450

UNIONTOWN PA 15401 (724) 430-1120

HAZLETON PA 18201 (570) 453-5122

HAZLETON PA 18201 (570) 453-5122

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/14/2011

01/09/2012

11/14/2011

01/09/2012

07/26/2011

08/31/2011

07/01/2010

08/05/2010

02/11/2009

04/13/2009

03/06/2009

04/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

dehydration.

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Keep each resident free from physical restraints, unless needed for medical treatment.	Pattern	Minimal harm or potential for actual harm
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1) Make sure that residents who take drugs are not given too	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
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395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
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395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
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395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
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395637	HOLY FAMILY HOME	5300 CHESTER AVENUE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18201	(570) 453-5122
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HAZLETON	PA	18201	(570) 453-5122
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HAZLETON	PA	18201	(570) 453-5122
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HAZLETON	PA	18201	(570) 453-5122
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PHILADELPHIA	PA	19143	(215) 729-5153
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/06/2009

04/13/2009

01/10/2011

02/10/2011

01/10/2011

02/10/2011

03/18/2011

05/06/2011

09/10/2010

10/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Electrical Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.		
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
properly installed electrical wiring and equipment.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395637	HOLY FAMILY HOME	5300 CHESTER AVENUE
395638	MASONIC VILLAGE AT SEWICKLEY	1000 MASONIC DRIVE
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395643	JOHN J KANE REGIONAL CENTER-GL	955 RIVERMONT DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19143 (215) 729-5153

SEWICKLEY PA 15143 (412) 741-1400

MCKEESPORT PA 15132 (412) 675-8620

PITTSBURGH PA 15207 (412) 422-6800

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/08/2011

04/22/2011

06/18/2009

07/22/2009

04/20/2010

06/09/2010

04/20/2010

06/09/2010

02/10/2011

02/11/2011

08/24/2011

10/05/2011

02/02/2009

04/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395643	JOHN J KANE REGIONAL CENTER-GL	955 RIVERMONT DRIVE
395643	JOHN J KANE REGIONAL CENTER-GL	955 RIVERMONT DRIVE
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15207	(412) 422-6800
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PITTSBURGH	PA	15207	(412) 422-6800
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2011

11/14/2011

01/25/2012

02/08/2012

05/06/2009

06/08/2009

05/06/2009

06/08/2009

05/06/2009

06/08/2009

05/06/2009

06/08/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Pattern

Potential for minimal harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

Keep each resident free from drugs that restrain them, unless needed for medical treatment.

Pattern

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Pattern

Minimal harm or potential for actual harm

Make sure that residents receive treatment/services to continue to be able to care for themselves,

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395645	EDINBORO MANOR	419 WATERFORD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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PECKVILLE	PA	18452	(570) 383-7320
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EDINBORO	PA	16412	(814) 734-5021
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/23/2009

02/05/2010

02/05/2010

03/17/2010

02/05/2010

03/17/2010

02/05/2010

03/17/2010

06/16/2010

08/15/2010

06/16/2010

08/15/2010

09/08/2011

09/21/2011

11/10/2011

01/06/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

unless a change is unavoidable.		
Provide written records when a resident is transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395647	GETTYSBURG LUTHERAN NURSING REHAB CTR,THE	1075 OLD HARRISBURG ROAD
395650	WARREN MANOR	682 PLEASANT DRIVE
395650	WARREN MANOR	682 PLEASANT DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	(412) 837-7100
GREENSBURG	PA	15601	(412) 837-7100
GREENSBURG	PA	15601	(412) 837-7100
GREENSBURG	PA	15601	(412) 837-7100
GREENSBURG	PA	15601	(412) 837-7100
GETTYSBURG	PA	17325	(717) 334-6204
WARREN	PA	16365	(814) 723-7060
WARREN	PA	16365	(814) 723-7060

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/05/2009

04/10/2009

12/21/2009

01/21/2010

12/21/2009

01/21/2010

12/21/2009

01/21/2010

01/19/2011

03/02/2011

12/04/2009

01/23/2010

04/30/2010

05/21/2010

10/14/2010

11/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Automatic Sprinkler Systems Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
an approved automatic sprinkler system connected to the fire alarm system.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395650

WARREN MANOR

682 PLEASANT DRIVE

395651

BIRCHWOOD NURSING AND REHABILITATION  
CENTER

395 EAST MIDDLE  
ROAD

395651

BIRCHWOOD NURSING AND REHABILITATION  
CENTER

395 EAST MIDDLE  
ROAD

395651

BIRCHWOOD NURSING AND REHABILITATION  
CENTER

395 EAST MIDDLE  
ROAD

395651

BIRCHWOOD NURSING AND REHABILITATION  
CENTER

395 EAST MIDDLE  
ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WARREN	PA	16365	(814) 723-7060
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NANTICOKE	PA	18634	(570) 735-2973
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NANTICOKE	PA	18634	(570) 735-2973
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NANTICOKE	PA	18634	(570) 735-2973
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NANTICOKE	PA	18634	(570) 735-2973
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/15/2011

09/30/2011

02/24/2009

03/30/2009

05/26/2009

06/15/2009

05/26/2009

06/15/2009

05/26/2009

06/15/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

needs and preferences of each resident.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Pattern	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NANTICOKE	PA	18634	(570) 735-2973
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NANTICOKE	PA	18634	(570) 735-2973
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NANTICOKE	PA	18634	(570) 735-2973
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/26/2010

05/21/2010

11/24/2010

01/24/2011

01/03/2011

02/22/2011

03/10/2009

04/21/2009

03/10/2009

04/21/2009

05/01/2009

06/24/2009

08/07/2009

09/24/2009

08/07/2009

09/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Fire Safety

Building Construction Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

the resident.

Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.

Pattern

Potential for minimal harm

approved construction type or materials.

Widespread

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Have enough nurses to care for every resident in a way that maximizes the resident's well being.

Pattern

Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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MONROEVILLE	PA	15146	(412) 856-4770
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/16/2010

05/11/2010

04/16/2010

05/11/2010

09/03/2010

10/19/2010

09/03/2010

10/19/2010

09/03/2010

10/19/2010

09/03/2010

10/19/2010

02/24/2011

04/19/2011

02/24/2011

04/19/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Keep assessments completed in the preceding 15 months in the resident's active record.	Widespread	Potential for minimal harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395666	SKY VUE TERRACE	2170 RHINE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MONROEVILLE	PA	15146	(412) 856-4770
MONROEVILLE	PA	15146	(412) 856-4770
MONROEVILLE	PA	15146	(412) 856-4770
MONROEVILLE	PA	15146	(412) 856-4770
PHILADELPHIA	PA	19103	(215) 563-1800
PHILADELPHIA	PA	19103	(215) 563-1800
PHILADELPHIA	PA	19103	(215) 563-1800
PHILADELPHIA	PA	19103	(215) 563-1800
PITTSBURGH	PA	15212	(412) 323-0420

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/24/2011

04/19/2011

03/30/2011

04/29/2011

03/30/2011

04/29/2011

05/05/2010

06/01/2010

12/16/2010

01/05/2011

12/16/2010

01/05/2011

09/27/2011

10/21/2011

03/29/2010

05/06/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Give lab tests only when the attending doctor ordered them.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395666

SKY VUE TERRACE

2170 RHINE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15212	(412) 323-0420
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PITTSBURGH	PA	15212	(412) 323-0420
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PITTSBURGH	PA	15212	(412) 323-0420
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PITTSBURGH	PA	15212	(412) 323-0420
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PITTSBURGH	PA	15212	(412) 323-0420
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PITTSBURGH	PA	15212	(412) 323-0420
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/31/2010

05/06/2010

03/31/2010

05/06/2010

07/06/2011

07/26/2011

11/14/2011

12/13/2011

11/14/2011

12/13/2011

01/19/2012

02/21/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

or builds each resident's dignity and self respect.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395666 SKY VUE TERRACE 2170 RHINE STREET

395672 VILLAGE AT LUTHER SQUARE, THE 149 WEST 22ND STREET

395672 VILLAGE AT LUTHER SQUARE, THE 149 WEST 22ND STREET

395672 VILLAGE AT LUTHER SQUARE, THE 149 WEST 22ND STREET

395672 VILLAGE AT LUTHER SQUARE, THE 149 WEST 22ND STREET

395672 VILLAGE AT LUTHER SQUARE, THE 149 WEST 22ND STREET

395672 VILLAGE AT LUTHER SQUARE, THE 149 WEST 22ND STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15212 (412) 323-0420

ERIE PA 16502 (814) 452-3271

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/19/2012

02/21/2012

04/09/2009

04/28/2009

05/05/2009

05/28/2009

01/18/2011

03/07/2011

02/17/2011

03/07/2011

02/17/2011

03/07/2011

02/17/2011

03/07/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Potential for minimal harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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ERIE	PA	16502	(814) 452-3271
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/14/2011

05/14/2011

04/14/2011

05/14/2011

04/14/2011

05/14/2011

04/14/2011

05/14/2011

05/06/2011

05/31/2011

05/19/2011

05/31/2011

07/09/2011

07/22/2011

12/16/2011

01/11/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Make sure that the attending doctor orders special diets.	Pattern	Minimal harm or potential for actual harm
Provide special eating equipment and utensils for each resident who needs them.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Potential for minimal harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395675	GOLDEN LIVINGCENTER-WAYNESBURG	300 CENTER AVENUE
395675	GOLDEN LIVINGCENTER-WAYNESBURG	300 CENTER AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395680	KUTZTOWN MANOR	120 TREXLER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16502	(814) 452-3271
WAYNESBURG	PA	15370	(724) 852-2020
WAYNESBURG	PA	15370	(724) 852-2020
WASHINGTON	PA	15301	(724) 222-2148
WASHINGTON	PA	15301	(724) 222-2148
WASHINGTON	PA	15301	(724) 222-2148
WASHINGTON	PA	15301	(724) 222-2148
KUTZTOWN	PA	19530	(610) 683-6220

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/13/2012

02/01/2012

02/26/2009

04/21/2009

10/03/2011

11/15/2011

07/29/2010

09/16/2010

07/29/2010

09/16/2010

10/06/2011

11/08/2011

10/06/2011

11/08/2011

07/12/2011

07/13/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BEAVER FALLS	PA	15010	(724) 846-8504
BEAVER FALLS	PA	15010	(724) 846-8504
BEAVER FALLS	PA	15010	(724) 846-8504
BEAVER FALLS	PA	15010	(724) 846-8504
BEAVER FALLS	PA	15010	(724) 846-8504
LAPORTE	PA	18626	(570) 946-7700
LAPORTE	PA	18626	(570) 946-7700
LAPORTE	PA	18626	(570) 946-7700
LAPORTE	PA	18626	(570) 946-7700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/10/2009

03/13/2009

06/11/2010

07/23/2010

06/11/2010

07/23/2010

06/11/2010

07/23/2010

05/10/2011

05/31/2011

06/03/2010

07/15/2010

07/13/2011

08/08/2011

07/13/2011

08/08/2011

01/31/2012

02/28/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Nutrition and Dietary Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Widespread	Potential for minimal harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LAPORTE	PA	18626	(570) 946-7700
WALLINGFORD	PA	19086	(610) 565-3232
WALLINGFORD	PA	19086	(610) 565-3232
WALLINGFORD	PA	19086	(610) 565-3232
WALLINGFORD	PA	19086	(610) 565-3232
WALLINGFORD	PA	19086	(610) 565-3232

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/31/2012

02/28/2012

02/24/2010

03/17/2010

02/24/2010

03/17/2010

08/13/2010

09/14/2010

12/10/2010

01/12/2011

12/10/2010

01/12/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WALLINGFORD	PA	19086	(610) 565-3232
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WALLINGFORD	PA	19086	(610) 565-3232
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WALLINGFORD	PA	19086	(610) 565-3232
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WALLINGFORD	PA	19086	(610) 565-3232
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WALLINGFORD	PA	19086	(610) 565-3232
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/15/2011

04/19/2011

03/15/2011

04/19/2011

04/14/2011

05/11/2011

04/14/2011

05/11/2011

06/22/2011

07/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment significantly, or the resident must be transferred or discharged.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
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395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
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395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
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395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
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395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
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395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WALLINGFORD PA 19086 (610) 565-3232

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/12/2011

08/12/2011

09/07/2011

10/05/2011

10/11/2011

10/14/2011

11/15/2011

12/02/2011

12/14/2011

01/17/2012

12/14/2011

01/17/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Isolated

Minimal harm or potential for actual harm

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the

Pattern

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395690	HARLEE MANOR	463 SPROUL ROAD
395690	HARLEE MANOR	463 SPROUL ROAD
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WALLINGFORD	PA	19086	(610) 565-3232
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SPRINGFIELD	PA	19064	(610) 544-2200
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SPRINGFIELD	PA	19064	(610) 544-2200
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WILKES-BARRE	PA	18702	(570) 825-5611
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WILKES-BARRE	PA	18702	(570) 825-5611
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WILKES-BARRE	PA	18702	(570) 825-5611
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WILKES-BARRE	PA	18702	(570) 825-5611
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/14/2011

01/17/2012

07/16/2009

08/14/2009

03/23/2011

05/02/2011

03/31/2009

05/19/2009

03/31/2009

05/19/2009

03/31/2009

05/19/2009

03/31/2009

05/19/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611
WILKES-BARRE	PA	18702	(570) 825-5611

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/07/2009

08/19/2009

07/07/2009

08/19/2009

07/07/2009

08/19/2009

11/20/2009

01/13/2010

03/25/2010

06/30/2010

03/25/2010

09/21/2010

03/25/2010

09/21/2010

03/25/2010

05/27/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Try to resolve each resident's	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395691	RIVERSTREET MANOR	STREET 440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395692	HUMBERT LANE NURSING AND REHABILITATION CENTRE	90 HUMBERT LANE
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH- HOUSTON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILKES-BARRE PA 18702 (570) 825-5611

WASHINGTON PA 15301 (724) 228-4740

CANONSBURG PA 15317 (724) 745-8000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/25/2010

08/04/2010

03/25/2010

09/21/2010

03/25/2010

05/27/2010

09/09/2010

09/21/2010

11/18/2011

12/06/2011

12/07/2010

01/25/2011

02/17/2009

03/16/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

complaints quickly.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

harm

Minimal harm or potential for actual harm

Set up or keep a group of people to review and ensure quality.

Isolated

Minimal harm or potential for actual harm

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000
CANONSBURG	PA	15317	(724) 745-8000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/27/2009

05/21/2009

08/03/2009

08/17/2009

04/06/2010

04/22/2010

04/06/2010

04/22/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

08/10/2010

08/27/2010

01/04/2011

01/21/2011

04/06/2011

05/06/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Widespread	Potential for minimal harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	CANONSBURG)	HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH- HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH- HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH- HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH- HOUSTON ROAD
395698	MEADOWCREST NURSING CENTER	1200 BRAUN ROAD
395699	SWEDEN VALLEY MANOR	1028 EAST SECOND STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CANONSBURG	PA	15317	(724) 745-8000
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CANONSBURG	PA	15317	(724) 745-8000
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CANONSBURG	PA	15317	(724) 745-8000
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CANONSBURG	PA	15317	(724) 745-8000
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CANONSBURG	PA	15317	(724) 745-8000
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BETHEL PARK	PA	15102	(412) 854-5500
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COUDERSPORT	PA	16915	(814) 274-7610
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/06/2011

05/06/2011

04/06/2011

05/06/2011

08/04/2011

08/17/2011

11/16/2011

12/27/2011

01/06/2012

01/27/2012

06/08/2011

07/14/2011

02/20/2009

03/11/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395699	SWEDEN VALLEY MANOR	1028 EAST SECOND STREET
395699	SWEDEN VALLEY MANOR	1028 EAST SECOND STREET
395701	ABINGTON MANOR	100 EDELLA ROAD
395702	BEACON RIDGE, A CHOICE COMM	1515 WAYNE AVENUE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

COUDERSPORT	PA	16915	(814) 274-7610
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COUDERSPORT	PA	16915	(814) 274-7610
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CLARKS SUMMIT	PA	18411	(570) 586-1002
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INDIANA	PA	15701	(724) 349-5300
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GREENSBURG	PA	15601	(724) 836-4424
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GREENSBURG	PA	15601	(724) 836-4424
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GREENSBURG	PA	15601	(724) 836-4424
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/15/2010

06/04/2010

03/15/2010

05/14/2010

10/08/2010

11/24/2010

04/14/2009

05/22/2009

07/28/2009

09/09/2009

07/30/2009

09/09/2009

07/30/2009

09/09/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
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Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
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Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern	Minimal harm or potential for actual harm
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Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
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Send and promptly deliver unopened mail to residents.	Pattern	Potential for minimal harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395707	GOLDEN LIVINGCENTER-CLARION	999 HEIDRICK STREET
395707	GOLDEN LIVINGCENTER-CLARION	999 HEIDRICK STREET
395707	GOLDEN LIVINGCENTER-CLARION	999 HEIDRICK STREET
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	(724) 836-4424
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GREENSBURG	PA	15601	(724) 836-4424
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CLARION	PA	16214	(814) 226-6380
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CLARION	PA	16214	(814) 226-6380
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CLARION	PA	16214	(814) 226-6380
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EASTON	PA	18042	(610) 253-3573
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EASTON	PA	18042	(610) 253-3573
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EASTON	PA	18042	(610) 253-3573
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010

07/12/2010

05/27/2010

07/22/2010

03/22/2011

05/21/2011

03/22/2011

05/21/2011

11/01/2011

12/12/2011

04/16/2009

06/01/2009

10/20/2011

11/17/2011

10/20/2011

11/17/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
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Listen to the resident or family groups or act on their complaints or suggestions.	Isolated	Minimal harm or potential for actual harm
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Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Minimal harm or potential for actual harm
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Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm
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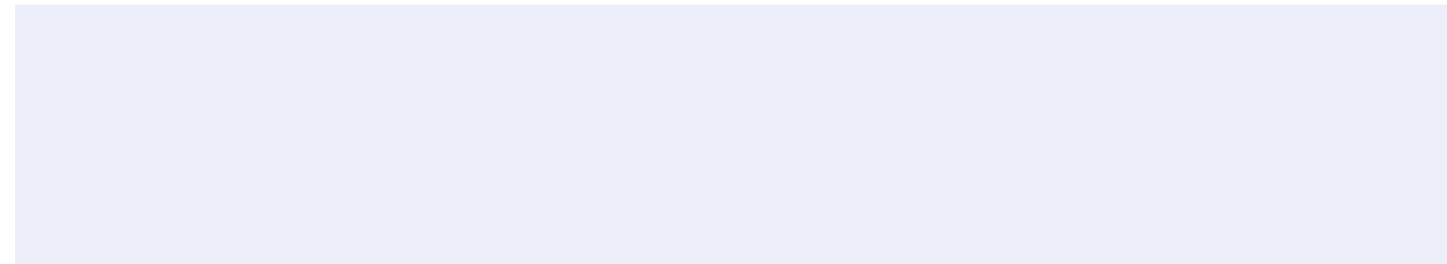
# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395710	ATTLEBORO NURSING AND REHAB CE	300 EAST WINCHESTER AVE
395710	ATTLEBORO NURSING AND REHAB CE	300 EAST WINCHESTER AVE
395710	ATTLEBORO NURSING AND REHAB CE	300 EAST WINCHESTER AVE
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



LANGHORNE	PA	19047	(215) 757-3739
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LANGHORNE	PA	19047	(215) 757-3739
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LANGHORNE	PA	19047	(215) 757-3739
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ELKINS PARK	PA	19027	(215) 379-2700
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ELKINS PARK	PA	19027	(215) 379-2700
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/11/2010

04/06/2010

08/10/2011

08/31/2011

08/10/2011

08/31/2011

01/05/2009

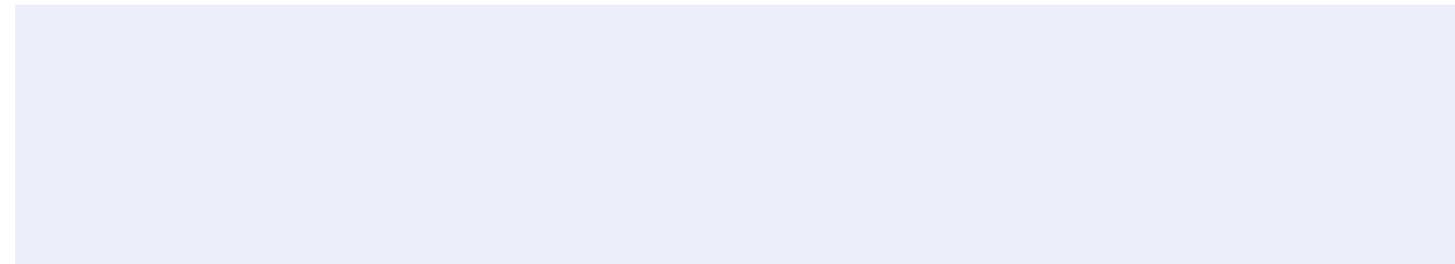
02/09/2009

06/08/2009

07/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395712	CARLETON SENIOR CARE AND REHAB	10 WEST AVENUE
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ELKINS PARK	PA	19027	(215) 379-2700
ELKINS PARK	PA	19027	(215) 379-2700
ELKINS PARK	PA	19027	(215) 379-2700
ELKINS PARK	PA	19027	(215) 379-2700
WELLSBORO	PA	16901	(570) 724-2631
OAKMONT	PA	15139	(412) 828-5600
OAKMONT	PA	15139	(412) 828-5600
OAKMONT	PA	15139	(412) 828-5600

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/08/2009

01/12/2010

07/06/2010

08/05/2010

10/14/2010

11/30/2010

06/22/2011

07/05/2011

01/28/2011

02/09/2011

02/02/2009

03/16/2009

09/28/2009

10/20/2009

09/28/2009

10/20/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

OAKMONT	PA	15139	(412) 828-5600
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OAKMONT	PA	15139	(412) 828-5600
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OAKMONT	PA	15139	(412) 828-5600
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PHILADELPHIA	PA	19144	(215) 844-0700
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PHILADELPHIA	PA	19144	(215) 844-0700
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PHILADELPHIA	PA	19144	(215) 844-0700
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PHILADELPHIA	PA	19144	(215) 844-0700
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PHILADELPHIA	PA	19144	(215) 844-0700
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/31/2011

05/31/2011

03/31/2011

05/31/2011

11/07/2011

12/22/2011

10/01/2009

11/03/2009

10/01/2009

11/06/2009

10/01/2009

10/30/2009

11/09/2009

11/30/2009

01/13/2010

03/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Fire Safety

Miscellaneous Deficiencies

Fire Safety

Fire Alarm Systems Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

fire safety features required by current fire safety codes.

Widespread

Potential for minimal harm

a fire alarm system that can be heard throughout the facility.

Widespread

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable.

Pattern

Minimal harm or potential for actual harm

Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395716	SMITH HEALTH CARE LTD	453 SOUTH MAIN ROAD
395716	SMITH HEALTH CARE LTD	453 SOUTH MAIN ROAD
395716	SMITH HEALTH CARE LTD	453 SOUTH MAIN ROAD
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19144 (215) 844-0700

PHILADELPHIA PA 19144 (215) 844-0700

MOUNTAIN TOP PA 18707 (570) 868-3664

MOUNTAIN TOP PA 18707 (570) 868-3664

MOUNTAIN TOP PA 18707 (570) 868-3664

SCRANTON PA 18505 (570) 346-7381

SCRANTON PA 18505 (570) 346-7381

SCRANTON PA 18505 (570) 346-7381

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/30/2010

08/02/2010

09/23/2011

10/31/2011

06/28/2011

08/22/2011

06/28/2011

08/22/2011

06/28/2011

08/08/2011

12/09/2008

02/12/2009

12/09/2008

02/12/2009

12/09/2008

02/12/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Get services outside the nursing home that meet professional standards.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON PA 18505 (570) 346-7381

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/12/2009

04/01/2009

02/12/2009

05/14/2009

02/12/2009

04/01/2009

02/12/2009

04/01/2009

02/12/2009

05/14/2009

02/12/2009

05/14/2009

04/01/2009

05/14/2009

04/01/2009

05/14/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

suctioning, respiratory care, foot care, and prostheses.

Have enough nurses to care for every resident in a way that maximizes the resident's well being.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Pattern

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Set up or keep a group of people to review and ensure quality.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395720	HOMESTEAD VILLAGE, INC	1800 VILLAGE CIRCLE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18505	(570) 346-7381
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SCRANTON	PA	18505	(570) 346-7381
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SCRANTON	PA	18505	(570) 346-7381
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MCKEESPORT	PA	15132	(412) 664-8860
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MCKEESPORT	PA	15132	(412) 664-8860
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LANCASTER	PA	17604	(717) 397-4831
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/22/2011

05/06/2011

03/22/2011

05/22/2011

07/27/2011

08/29/2011

12/11/2008

01/13/2009

05/06/2010

06/08/2010

12/11/2008

01/31/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395720	HOMESTEAD VILLAGE, INC	1800 VILLAGE CIRCLE
395722	PENN CENTER FOR REHABILITATION	3609 CHESTNUT STREET
395722	PENN CENTER FOR REHABILITATION	3609 CHESTNUT STREET
395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17604	(717) 397-4831
PHILADELPHIA	PA	19104	(215) 386-2942
PHILADELPHIA	PA	19104	(215) 386-2942
MOUNT PLEASANT	PA	15666	(724) 547-1890
MOUNT PLEASANT	PA	15666	(724) 547-1890
MOUNT PLEASANT	PA	15666	(724) 547-1890
MOUNT PLEASANT	PA	15666	(724) 547-1890

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/27/2010

10/23/2010

10/13/2009

10/27/2009

06/28/2011

07/29/2011

02/24/2011

03/11/2011

02/24/2011

03/14/2011

07/27/2011

08/16/2011

01/06/2012

01/28/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395728	SNYDER MEMORIAL HEALTH CARE CE	PO BOX 680, S CHERRY ST
395729	EASTON NURSING CENTER	498 WASHINGTON STREET
395729	EASTON NURSING CENTER	498 WASHINGTON STREET
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MOUNT PLEASANT	PA	15666	(724) 547-1890
MARIENVILLE	PA	16239	(814) 927-6670
EASTON	PA	18042	(610) 258-2985
EASTON	PA	18042	(610) 258-2985
DALLAS	PA	18612	(570) 639-1885
DALLAS	PA	18612	(570) 639-1885

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/10/2012

02/03/2012

01/12/2012

02/17/2012

04/09/2009

05/20/2009

11/09/2010

12/09/2010

04/02/2009

05/05/2009

04/02/2009

05/05/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
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395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
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395731	MANORCARE HEALTH SERVICES-BETHEL PARK	60 HIGHLAND ROAD
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395731	MANORCARE HEALTH SERVICES-BETHEL PARK	60 HIGHLAND ROAD
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395731	MANORCARE HEALTH SERVICES-BETHEL PARK	60 HIGHLAND ROAD
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395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DALLAS	PA	18612	(570) 639-1885
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DALLAS	PA	18612	(570) 639-1885
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BETHEL PARK	PA	15102	(412) 831-6050
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BETHEL PARK	PA	15102	(412) 831-6050
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BETHEL PARK	PA	15102	(412) 831-6050
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PITTSBURGH	PA	15217	(412) 422-5100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/02/2009

05/05/2009

04/23/2009

05/05/2009

10/04/2010

10/26/2010

10/04/2010

10/26/2010

12/07/2011

01/11/2012

10/20/2009

10/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
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Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
--	----------	---

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100
PITTSBURGH	PA	15217	(412) 422-5100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/20/2009

10/26/2009

03/02/2010

04/19/2010

01/20/2011

02/07/2011

04/19/2011

05/09/2011

04/19/2011

05/09/2011

04/19/2011

05/09/2011

06/17/2011

07/08/2011

06/17/2011

07/08/2011

07/08/2011

08/02/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Administration Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395733	GETTYSBURG CENTER	867 YORK ROAD
395733	GETTYSBURG CENTER	867 YORK ROAD
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395740	BRANDYWINE HALL	800 WEST MINER STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395740	BRANDYWINE HALL	800 WEST MINER

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15217	(412) 422-5100
GETTYSBURG	PA	17325	(717) 337-3238
GETTYSBURG	PA	17325	(717) 337-3238
QUAKERTOWN	PA	18951	(215) 536-0770
QUAKERTOWN	PA	18951	(215) 536-0770
QUAKERTOWN	PA	18951	(215) 536-0770
QUAKERTOWN	PA	18951	(215) 536-0770
WEST CHESTER	PA	19382	(610) 696-3120
WEST CHESTER	PA	19382	(610) 696-3120
WEST CHESTER	PA	19382	(610) 696-3120

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/08/2011

08/02/2011

04/15/2009

05/02/2009

04/15/2009

05/02/2009

07/17/2009

09/15/2009

07/17/2009

09/15/2009

02/02/2010

04/01/2010

04/08/2011

05/09/2011

06/12/2009

07/20/2009

06/12/2009

07/20/2009

06/12/2009

07/20/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
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Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
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Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident,	Isolated	Minimal harm or potential for actual
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEST CHESTER	PA	19382	(610) 696-3120
WEST CHESTER	PA	19382	(610) 696-3120
WEST CHESTER	PA	19382	(610) 696-3120
PITTSBURGH	PA	15122	(412) 466-0600
PITTSBURGH	PA	15122	(412) 466-0600

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/20/2009

08/26/2009

12/30/2009

02/02/2010

01/11/2011

02/23/2011

01/13/2009

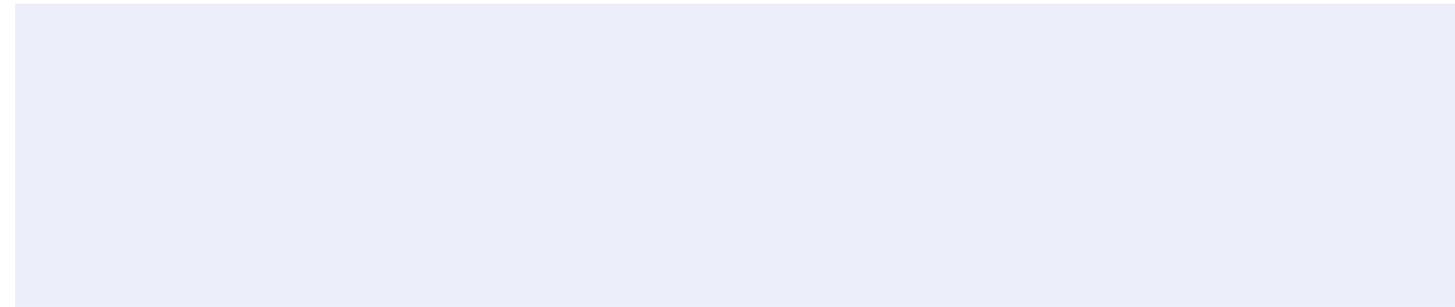
01/30/2009

02/17/2009

03/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency



Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
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395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
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395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
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395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
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395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
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395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15122	(412) 466-0600
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PITTSBURGH	PA	15122	(412) 466-0600
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PITTSBURGH	PA	15122	(412) 466-0600
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PITTSBURGH	PA	15122	(412) 466-0600
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PITTSBURGH	PA	15122	(412) 466-0600
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PITTSBURGH	PA	15122	(412) 466-0600
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/17/2009

05/11/2009

02/17/2009

05/11/2009

03/04/2010

03/19/2010

03/04/2010

03/19/2010

03/04/2010

03/19/2010

03/04/2010

03/19/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

from spreading.

Set up or keep a group of people to review and ensure quality.	Widespread	harm Minimal harm or potential for actual harm
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Store, cook, and give out food in a safe and clean way.	Pattern	Potential for minimal harm
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Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15122	(412) 466-0600
CARLISLE	PA	17013	(717) 249-0085
CARLISLE	PA	17013	(717) 249-0085
CARLISLE	PA	17013	(717) 249-0085
CARLISLE	PA	17013	(717) 249-0085
CARLISLE	PA	17013	(717) 249-0085
CARLISLE	PA	17013	(717) 249-0085
CARLISLE	PA	17013	(717) 249-0085

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/31/2011

04/11/2011

11/23/2009

01/05/2010

11/23/2009

01/05/2010

10/26/2010

11/09/2010

07/25/2011

08/30/2011

07/25/2011

08/30/2011

11/17/2011

01/10/2012

11/29/2011

01/10/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Resident Rights Deficiencies

Health Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

care, and prostheses.		
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395749	PRESBYTERIAN CTR FOR CONT CARE	39TH AND MARKET STREETS
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CARLISLE PA 17013 (717) 249-0085

CARLISLE PA 17013 (717) 249-0085

PHILADELPHIA PA 19104 (215) 662-8186

ROCHESTER PA 15074 (724) 775-6400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/09/2012

02/29/2012

02/09/2012

02/29/2012

04/13/2010

05/13/2010

07/09/2009

07/28/2009

07/09/2009

07/28/2009

07/09/2009

07/28/2009

11/19/2009

12/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ROCHESTER	PA	15074	(724) 775-6400
ROCHESTER	PA	15074	(724) 775-6400
ROCHESTER	PA	15074	(724) 775-6400
ROCHESTER	PA	15074	(724) 775-6400
ROCHESTER	PA	15074	(724) 775-6400
ROCHESTER	PA	15074	(724) 775-6400
STATE COLLEGE	PA	16801	(814) 238-3139
STATE COLLEGE	PA	16801	(814) 238-3139

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/09/2009

12/21/2009

04/12/2010

04/30/2010

10/15/2010

11/17/2010

10/15/2010

11/17/2010

01/10/2011

02/18/2011

07/20/2011

09/20/2011

04/29/2009

06/01/2009

04/29/2009

06/01/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

names and addresses of State groups that can help.		
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395757	EDGEHILL NURSING AND REHAB CEN	146 EDGEHILL ROAD
395758	EVERGREEN NURSING CENTER	191 EVERGREEN MILL ROAD
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395762	WILLOWBROOKE COURT AT BRITTANY	1001 VALLEY FORGE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STATE COLLEGE	PA	16801	(814) 238-3139
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STATE COLLEGE	PA	16801	(814) 238-3139
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GLENSIDE	PA	19038	(215) 886-1043
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HARMONY	PA	16037	(724) 452-6970
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ALLENTOWN	PA	18103	(610) 776-7522
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ALLENTOWN	PA	18103	(610) 776-7522
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ALLENTOWN	PA	18103	(610) 776-7522
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LANSDALE	PA	19446	(215) 855-9700
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/29/2009

06/01/2009

01/08/2010

02/20/2010

07/16/2010

07/28/2010

04/03/2009

04/28/2009

04/23/2009

06/02/2009

09/19/2011

10/11/2011

09/28/2011

10/11/2011

02/14/2011

03/31/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395762	WILLOWBROOKE COURT AT BRITTANY	1001 VALLEY FORGE ROAD
395763	FELLOWSHIP MANOR	3000 FELLOWSHIP DRIVE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANSDALE	PA	19446	(215) 855-9700
WHITEHALL	PA	18052	(610) 799-3000
PHILADELPHIA	PA	19150	(215) 242-2727
PHILADELPHIA	PA	19150	(215) 242-2727
PHILADELPHIA	PA	19150	(215) 242-2727
PHILADELPHIA	PA	19150	(215) 242-2727
PHILADELPHIA	PA	19150	(215) 242-2727
PHILADELPHIA	PA	19150	(215) 242-2727
PITTSBURGH	PA	15220	(412) 563-6866

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/14/2011

03/31/2011

07/23/2010

08/18/2010

06/08/2009

06/16/2009

09/27/2010

10/12/2010

11/17/2011

12/05/2011

11/17/2011

12/05/2011

11/17/2011

12/05/2011

01/27/2012

03/05/2012

11/23/2009

01/06/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.

1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.

Pattern

Potential for minimal harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Widespread

Potential for minimal harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide clean bed and bath linens that are in good condition.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable.

Widespread

Minimal harm or potential for actual harm

Get proof that a nurse aide has the training and skills that the State requires.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		DRIVE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15220	(412) 563-6866
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PITTSBURGH	PA	15220	(412) 563-6866
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PITTSBURGH	PA	15220	(412) 563-6866
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WILLIAMSPORT	PA	17701	(570) 323-4340
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WILLIAMSPORT	PA	17701	(570) 323-4340
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WILLIAMSPORT	PA	17701	(570) 323-4340
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011

08/23/2011

07/15/2011

08/23/2011

07/15/2011

08/23/2011

02/10/2009

03/24/2009

02/10/2009

03/24/2009

02/10/2009

03/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395770	CEDAR HAVEN	590 SOUTH FIFTH AVENUE
395771	LAKESIDE AT WILLOW VALLEY	300 WILLOW VALLEY LAKES DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WILLIAMSPORT	PA	17701	(570) 323-4340
WILLIAMSPORT	PA	17701	(570) 323-4340
WILLIAMSPORT	PA	17701	(570) 323-4340
WILLIAMSPORT	PA	17701	(570) 323-4340
WILLIAMSPORT	PA	17701	(570) 323-4340
WILLIAMSPORT	PA	17701	(570) 323-4340
LEBANON	PA	17042	(717) 274-0421
WILLOW STREET	PA	17584	(717) 464-9542

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/09/2009

10/19/2009

05/21/2010

07/14/2010

05/28/2010

07/14/2010

11/24/2010

12/29/2010

11/24/2010

12/29/2010

11/24/2010

01/27/2011

04/07/2011

04/29/2011

03/26/2009

04/27/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give or get dental care for each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395773	HIGHLAND PARK CARE CENTER	745 NORTH HIGHLAND AVENUE
395773	HIGHLAND PARK CARE CENTER	745 NORTH HIGHLAND AVENUE
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15206 (412) 362-6622

PITTSBURGH PA 15206 (412) 362-6622

LANCASTER PA 17602 (717) 299-7850

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/18/2010

04/14/2010

07/27/2011

09/21/2011

07/30/2009

08/24/2009

09/11/2009

10/05/2009

01/21/2010

02/26/2010

01/21/2010

02/26/2010

05/14/2010

06/16/2010

05/14/2010

06/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Make sure all assessments are	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STREET

395774	CONESTOGA VIEW	900 EAST KING STREET
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395774	CONESTOGA VIEW	900 EAST KING STREET
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395774	CONESTOGA VIEW	900 EAST KING STREET
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395774	CONESTOGA VIEW	900 EAST KING STREET
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395774	CONESTOGA VIEW	900 EAST KING STREET
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395774	CONESTOGA VIEW	900 EAST KING STREET
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395774	CONESTOGA VIEW	900 EAST KING
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17602	(717) 299-7850
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LANCASTER	PA	17602	(717) 299-7850
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LANCASTER	PA	17602	(717) 299-7850
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LANCASTER	PA	17602	(717) 299-7850
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LANCASTER	PA	17602	(717) 299-7850
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LANCASTER	PA	17602	(717) 299-7850
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LANCASTER	PA	17602	(717) 299-7850
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/14/2010

06/16/2010

06/11/2010

06/30/2010

08/23/2010

09/20/2010

01/10/2011

02/22/2011

01/21/2011

03/01/2011

04/22/2011

05/23/2011

09/30/2011

11/23/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.		harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide care for each resident in	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395777	SUGAR CREEK STATION SKILLED NURSING AND REHABILITA	351 CAUSEWAY DRIVE
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER PA 17602 (717) 299-7850

LANCASTER PA 17602 (717) 299-7850

FRANKLIN PA 16323 (814) 437-0100

BELLEFONTE PA 16823 (814) 355-6777

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/30/2011

11/23/2011

11/07/2011

11/23/2011

12/29/2010

01/21/2011

05/12/2009

06/12/2009

06/30/2009

07/24/2009

06/30/2009

07/24/2009

01/20/2011

01/28/2011

04/19/2011

04/29/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

a way that keeps or builds the resident's quality of life.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are well nourished.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BELLEFONTE	PA	16823	(814) 355-6777
BELLEFONTE	PA	16823	(814) 355-6777
BELLEFONTE	PA	16823	(814) 355-6777
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/11/2011

09/02/2011

08/11/2011

09/02/2011

08/11/2011

10/07/2011

10/15/2009

11/20/2009

10/15/2009

11/20/2009

10/15/2009

11/20/2009

10/15/2009

11/20/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

nourished.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give or get lab tests to meet the needs of residents.	Isolated	Actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/02/2009

12/17/2009

12/02/2009

12/17/2009

03/29/2010

04/23/2010

03/29/2010

04/23/2010

04/02/2010

04/23/2010

01/21/2011

03/10/2011

01/21/2011

03/10/2011

10/14/2011

11/15/2011

10/18/2011

11/28/2011

10/18/2011

11/28/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Pharmacy Service Deficiencies
Health	Resident Rights Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395782	FAIRVIEW CARE CENTER OF BETHLEHEM PIKE	184 BETHLEHEM PIKE
395782	FAIRVIEW CARE CENTER OF BETHLEHEM PIKE	184 BETHLEHEM PIKE
395782	FAIRVIEW CARE CENTER OF BETHLEHEM PIKE	184 BETHLEHEM PIKE
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
LIMA	PA	19037	(610) 891-5700
PHILADELPHIA	PA	19118	(215) 247-5311
PHILADELPHIA	PA	19118	(215) 247-5311
PHILADELPHIA	PA	19118	(215) 247-5311
MCMURRAY	PA	15317	(724) 941-3080
MCMURRAY	PA	15317	(724) 941-3080

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/18/2011

11/28/2011

10/18/2011

11/28/2011

02/09/2012

03/12/2012

12/22/2008

01/06/2009

11/24/2009

01/04/2010

11/24/2009

01/04/2010

01/08/2009

01/23/2009

08/13/2009

10/06/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Get doctor orders for the resident's immediate care when admitted.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395784	CHURCH OF GOD HOME, INC	801 N. HANOVER STREET
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MCMURRAY PA 15317 (724) 941-3080

CARLISLE PA 17013 (717) 249-5322

DUNCANNON PA 17020 (717) 834-4111

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/04/2011

04/20/2011

03/21/2011

04/20/2011

03/21/2011

04/20/2011

08/24/2011

09/20/2011

11/21/2011

01/10/2012

01/05/2011

02/18/2011

12/03/2008

01/20/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Provide care in a way that keeps or builds each resident's dignity and self respect.

Pattern

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give each resident enough fluids

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNCANNON	PA	17020	(717) 834-4111
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DUNCANNON	PA	17020	(717) 834-4111
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DUNCANNON	PA	17020	(717) 834-4111
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DUNCANNON	PA	17020	(717) 834-4111
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DUNCANNON	PA	17020	(717) 834-4111
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DUNCANNON	PA	17020	(717) 834-4111
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DUNCANNON	PA	17020	(717) 834-4111
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/14/2011

02/22/2011

01/14/2011

02/22/2011

07/13/2011

08/26/2011

08/08/2011

10/07/2011

08/08/2011

09/09/2011

08/08/2011

09/09/2011

08/08/2011

09/09/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

to keep them healthy and prevent dehydration.

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
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Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Pattern	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMUNITY	544 NORTH PENRYN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNCANNON	PA	17020	(717) 834-4111
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MANHEIM	PA	17545	(717) 665-2445
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MANHEIM	PA	17545	(717) 665-2445
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MANHEIM	PA	17545	(717) 665-2445
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MANHEIM	PA	17545	(717) 665-2445
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MANHEIM	PA	17545	(717) 665-2445
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MANHEIM	PA	17545	(717) 665-2445
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/03/2011

12/08/2011

09/15/2009

10/04/2009

09/15/2009

10/04/2009

02/28/2011

04/29/2011

02/28/2011

03/18/2011

02/28/2011

04/29/2011

12/08/2011

01/31/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

Make sure that residents are safe from serious medication errors.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395787	VALLEY VIEW HAVEN, INC	4702 EAST MAIN STREET
395788	SUNNYVIEW NURSING AND REHABILITATION CENTER	107 SUNNYVIEW CIRCLE
395788	SUNNYVIEW NURSING AND REHABILITATION CENTER	107 SUNNYVIEW CIRCLE
395790	SENECA PLACE	5360 SALTSBURG ROAD
395790	SENECA PLACE	5360 SALTSBURG ROAD
395790	SENECA PLACE	5360 SALTSBURG ROAD
395790	SENECA PLACE	5360 SALTSBURG ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BELLEVILLE	PA	17004	(717) 935-2105
BUTLER	PA	16001	(724) 282-1800
BUTLER	PA	16001	(724) 282-1800
VERONA	PA	15147	(412) 798-8000
VERONA	PA	15147	(412) 798-8000
VERONA	PA	15147	(412) 798-8000
VERONA	PA	15147	(412) 798-8000
VERONA	PA	15147	(412) 798-8000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/16/2010

08/06/2010

03/09/2010

04/09/2010

02/28/2011

04/08/2011

02/11/2010

03/30/2010

05/19/2010

06/18/2010

07/13/2011

08/18/2011

08/04/2011

08/17/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Mistreatment Deficiencies
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Health	Environmental Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395790	SENECA PLACE	5360 SALTSBURG ROAD
395790	SENECA PLACE	5360 SALTSBURG ROAD
395791	HARSTON HALL	350 HAWS LANE
395791	HARSTON HALL	350 HAWS LANE
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

VERONA	PA	15147	(412) 798-8000
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VERONA	PA	15147	(412) 798-8000
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FLOURTOWN	PA	19031	(215) 233-0700
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FLOURTOWN	PA	19031	(215) 233-0700
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GROVE CITY	PA	16127	(724) 458-7760
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GROVE CITY	PA	16127	(724) 458-7760
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GROVE CITY	PA	16127	(724) 458-7760
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GROVE CITY	PA	16127	(724) 458-7760
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/04/2011

08/17/2011

09/15/2011

10/21/2011

03/15/2010

04/14/2010

02/22/2011

04/05/2011

02/05/2009

03/27/2009

05/14/2010

07/08/2010

05/14/2010

07/08/2010

05/14/2010

07/08/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Have enough outside airflow.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Hire a qualified activities director.	Widespread	Potential for minimal harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395794	JOHN XXIII HOME	2250 SHENANGO FREEWAY
395794	JOHN XXIII HOME	2250 SHENANGO FREEWAY
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HERMITAGE	PA	16148	(724) 981-3200
HERMITAGE	PA	16148	(724) 981-3200
MONTGOMERYVIL LE	PA	18936	(215) 368-4350
MONTGOMERYVIL LE	PA	18936	(215) 368-4350
MONTGOMERYVIL LE	PA	18936	(215) 368-4350
MONTGOMERYVIL LE	PA	18936	(215) 368-4350
MONTGOMERYVIL LE	PA	18936	(215) 368-4350
MONTGOMERYVIL LE	PA	18936	(215) 368-4350

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/03/2009

05/08/2009

04/03/2009

05/08/2009

03/03/2009

03/24/2009

02/18/2010

03/25/2010

09/17/2010

10/05/2010

09/17/2010

10/05/2010

09/17/2010

10/05/2010

11/08/2011

11/18/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
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395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
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395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
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395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
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395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
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395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GETTYSBURG	PA	17325	(717) 334-6249
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GETTYSBURG	PA	17325	(717) 334-6249
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GETTYSBURG	PA	17325	(717) 334-6249
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GETTYSBURG	PA	17325	(717) 334-6249
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JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/05/2009

08/20/2009

08/05/2009

08/19/2009

04/28/2010

05/10/2010

11/08/2010

11/15/2010

03/02/2009

04/10/2009

09/25/2009

10/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Pattern

Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395815	SAINT MARTHA MANOR	470 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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JOHNSTOWN	PA	15905	(814) 255-1488
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DOWNINGTOWN	PA	19335	(610) 873-8490
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/25/2009

10/13/2009

05/21/2010

07/22/2010

06/08/2010

07/22/2010

06/21/2010

07/22/2010

03/30/2011

04/23/2011

04/15/2011

05/16/2011

04/15/2011

05/16/2011

05/10/2010

06/11/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395815	SAINT MARTHA MANOR	470 MANOR DRIVE
395816	LUTHERAN HOME AT KANE, THE	100 HIGH POINT DRIVE
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DOWNINGTOWN	PA	19335	(610) 873-8490
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KANE	PA	16735	(814) 837-6707
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/17/2012

02/13/2012

01/21/2009

03/16/2009

12/04/2008

01/06/2009

07/19/2010

07/29/2010

08/11/2010

09/08/2010

08/11/2010

09/08/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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YARDLEY	PA	19067	(215) 321-3921
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/10/2010

01/25/2011

12/10/2010

01/25/2011

02/18/2011

03/22/2011

02/18/2011

03/22/2011

03/16/2011

04/12/2011

03/16/2011

04/12/2011

08/30/2011

09/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

YARDLEY	PA	19067	(215) 321-3921
PHILADELPHIA	PA	19119	(215) 438-5268
PHILADELPHIA	PA	19119	(215) 438-5268
PHILADELPHIA	PA	19119	(215) 438-5268
PHILADELPHIA	PA	19119	(215) 438-5268
PHILADELPHIA	PA	19119	(215) 438-5268
CANONSBURG	PA	15317	(724) 746-5040
CANONSBURG	PA	15317	(724) 746-5040
CANONSBURG	PA	15317	(724) 746-5040
CANONSBURG	PA	15317	(724) 746-5040

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/13/2012

03/21/2012

07/06/2010

08/30/2010

09/19/2011

10/15/2011

02/14/2012

03/27/2012

02/14/2012

03/27/2012

02/03/2009

03/08/2009

05/12/2009

06/16/2009

05/12/2009

06/16/2009

05/12/2009

06/16/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

completing them.

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395823	CENTER TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395824	EMMANUEL CENTER FOR NURSING	600 SCHOOL HOUSE ROAD
395824	EMMANUEL CENTER FOR NURSING	600 SCHOOL HOUSE ROAD
395824	EMMANUEL CENTER FOR NURSING	600 SCHOOL HOUSE ROAD
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CANONSBURG	PA	15317	(724) 746-5040
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DANVILLE	PA	17821	(570) 275-6100
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DANVILLE	PA	17821	(570) 275-6100
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DANVILLE	PA	17821	(570) 275-6100
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PITTSBURGH	PA	15237	(412) 369-9955
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PITTSBURGH	PA	15237	(412) 369-9955
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PITTSBURGH	PA	15237	(412) 369-9955
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PITTSBURGH	PA	15237	(412) 369-9955
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PITTSBURGH	PA	15237	(412) 369-9955
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/12/2009

06/16/2009

03/05/2010

04/09/2010

04/16/2010

06/01/2010

04/16/2010

06/01/2010

04/08/2009

05/13/2009

04/13/2009

05/13/2009

04/23/2009

05/19/2009

03/14/2011

04/19/2011

03/14/2011

04/19/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

medical records.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828

CAMBRIA CARE CENTER

429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/19/2008

02/25/2009

12/23/2008

02/25/2009

01/22/2009

03/24/2009

01/22/2009

02/25/2009

01/22/2009

03/24/2009

01/22/2009

03/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
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Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
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Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828 CAMBRIA CARE CENTER 429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG PA 15931 (814) 472-8100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/06/2009

08/25/2009

09/18/2009

10/02/2009

11/09/2009

12/30/2009

11/09/2009

01/19/2010

11/09/2009

01/19/2010

11/09/2009

01/19/2010

01/27/2010

02/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Pattern	Potential for minimal harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Potential for minimal harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/12/2010

05/20/2010

03/12/2010

05/20/2010

03/12/2010

06/08/2010

03/12/2010

05/20/2010

03/26/2010

05/20/2010

03/26/2010

05/20/2010

04/06/2010

05/20/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.		
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Potential for minimal harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/06/2010

05/20/2010

04/06/2010

05/20/2010

05/20/2010

06/08/2010

05/20/2010

06/08/2010

06/07/2010

06/18/2010

08/06/2010

11/01/2010

08/06/2010

10/26/2010

09/17/2010

10/26/2010

09/17/2010

10/26/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have licensed, certified, or registered staff to give needed services.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100
EBENSBURG	PA	15931	(814) 472-8100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/17/2010

10/26/2010

09/17/2010

10/26/2010

09/17/2010

10/26/2010

09/17/2010

10/26/2010

09/28/2010

10/26/2010

09/28/2010

10/26/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Potential for minimal harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Use the same rules about transfer, discharge and providing services for all residents, no matter how they pay.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828

CAMBRIA CARE CENTER

429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/28/2010

10/26/2010

09/28/2010

10/26/2010

11/10/2010

12/14/2010

11/10/2010

12/14/2010

01/11/2011

06/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

each resident return to the nursing home after a hospital stay or leave for therapy.		harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Potential for minimal harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Pattern	Potential for minimal harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828 CAMBRIA CARE CENTER 429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/11/2011

06/20/2011

02/02/2011

02/15/2011

02/03/2011

07/04/2011

03/04/2011

07/04/2011

03/04/2011

07/07/2011

03/04/2011

06/20/2011

03/04/2011

06/20/2011

03/04/2011

06/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Fire Safety

Exits and Egress Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Let the resident or the resident's representative look at all records.	Pattern	Potential for minimal harm
exits that are accessible at all times.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/04/2011

06/20/2011

03/04/2011

06/20/2011

03/04/2011

06/20/2011

03/04/2011

06/20/2011

03/04/2011

06/20/2011

03/04/2011

06/20/2011

03/04/2011

07/04/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Administration Deficiencies

Health Resident Assessment Deficiencies

Health Administration Deficiencies

Health Resident Assessment Deficiencies

Health Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Provide activities to meet the needs of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Get services outside the nursing home that meet professional	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/04/2011

06/20/2011

03/04/2011

07/04/2011

03/23/2011

06/20/2011

03/23/2011

06/20/2011

03/23/2011

06/20/2011

04/07/2011

07/04/2011

04/07/2011

06/20/2011

04/12/2011

06/20/2011

04/12/2011

06/20/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Resident Assessment Deficiencies

Health Resident Rights Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

standards.

Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Pattern	Potential for minimal harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Potential for minimal harm
Train all employees on what to do in an emergency.	Pattern	Minimal harm or potential for actual harm
Have a detailed, written plan for disasters and emergencies.	Pattern	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Pattern	Potential for minimal harm
Protect the resident from a transfer or discharge that is not	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828

CAMBRIA CARE CENTER

429 MANOR DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG PA 15931 (814) 472-8100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/04/2011

12/06/2011

11/04/2011

12/06/2011

11/15/2011

12/13/2011

11/15/2011

12/13/2011

11/15/2011

12/13/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

transfer or discharge that is not wanted or needed.

harm

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Minimal harm or potential for actual harm

Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
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395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET
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395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET
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395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET
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395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET
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395833	HCC AT WHITE HORSE VILLAGE	535 GRADYVILLE ROAD
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395833	HCC AT WHITE HORSE VILLAGE	535 GRADYVILLE ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	(814) 472-8100
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EBENSBURG	PA	15931	(814) 472-8100
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BERLIN	PA	15530	(814) 267-4212
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BERLIN	PA	15530	(814) 267-4212
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BERLIN	PA	15530	(814) 267-4212
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BERLIN	PA	15530	(814) 267-4212
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NEWTOWN SQUARE	PA	19073	(610) 558-5044
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NEWTOWN SQUARE	PA	19073	(610) 558-5044
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/17/2012

04/11/2012

02/17/2012

04/11/2012

07/24/2009

08/21/2009

07/24/2009

08/21/2009

03/11/2011

04/22/2011

03/11/2011

04/22/2011

03/27/2009

05/13/2009

08/25/2009

09/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

catheter, unless it is necessary.

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Give each resident enough fluids to keep them healthy and prevent dehydration.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-

Pattern

Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

			ROAD
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD	

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

## SQUARE

KING OF PRUSSIA PA 19406 (610) 337-1775

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/13/2009

12/22/2009

02/09/2010

03/16/2010

10/15/2010

11/22/2010

10/15/2010

11/22/2010

10/15/2010

11/22/2010

03/18/2011

04/20/2011

03/18/2011

04/20/2011

04/07/2011

04/26/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Resident Assessment Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

appetizing, tasty, attractive, well-cooked, and at the right temperature.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET

395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
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395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
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395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
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395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
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395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
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395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KING OF PRUSSIA PA 19406 (610) 337-1775

SOMERSET PA 15501 (814) 445-4549

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/18/2011

08/23/2011

09/22/2009

10/22/2009

02/03/2010

03/24/2010

02/03/2010

03/24/2010

02/03/2010

03/24/2010

02/03/2010

03/24/2010

02/03/2010

03/24/2010

04/21/2011

05/14/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Let the resident or the resident's representative look at all records.	Pattern	Potential for minimal harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate	Pattern	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395840	PATRIOT, A CHOICE COMMUNITY THE	STREET 495 WEST PATRIOT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395842	VINCENTIAN DE MARILLAC	5300 STANTON AVENUE
395842	VINCENTIAN DE MARILLAC	5300 STANTON AVENUE
395843	RIVER'S EDGE NURSING AND REHAB	9501 STATE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SOMERSET PA 15501 (814) 445-4549

PITTSBURGH PA 15206 (412) 361-2833

PITTSBURGH PA 15206 (412) 361-2833

PHILADELPHIA PA 19114 (215) 632-5700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/28/2011

07/21/2011

06/28/2011

07/21/2011

11/09/2011

12/19/2011

11/09/2011

12/19/2011

07/19/2011

09/08/2011

07/19/2011

09/08/2011

09/21/2009

11/20/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

medical records.

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
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Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395843 RIVER'S EDGE NURSING AND REHAB 9501 STATE ROAD

395843 RIVER'S EDGE NURSING AND REHAB 9501 STATE ROAD

395844 RHEEMS NURSING AND REHABILITATION CENTER 141 HEISEY AVENUE

395844 RHEEMS NURSING AND REHABILITATION CENTER 141 HEISEY AVENUE

395844 RHEEMS NURSING AND REHABILITATION CENTER 141 HEISEY AVENUE

395845 CRANBERRY PLACE 5 SAINT FRANCIS WAY

395845 CRANBERRY PLACE 5 SAINT FRANCIS WAY

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19114 (215) 632-5700

PHILADELPHIA PA 19114 (215) 632-5700

ELIZABETHTOWN PA 17022 (717) 367-1831

ELIZABETHTOWN PA 17022 (717) 367-1831

ELIZABETHTOWN PA 17022 (717) 367-1831

CRANBERRY TOWNSHIP PA 16066 (724) 772-5350

CRANBERRY TOWNSHIP PA 16066 (724) 772-5350

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/21/2009

11/20/2009

06/09/2011

07/11/2011

11/01/2010

11/15/2010

05/19/2011

06/15/2011

08/02/2011

08/16/2011

12/02/2008

12/29/2008

09/29/2009

11/04/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

actions that can be measured.

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395845

CRANBERRY PLACE

5 SAINT FRANCIS  
WAY

395845

CRANBERRY PLACE

5 SAINT FRANCIS  
WAY

395845

CRANBERRY PLACE

5 SAINT FRANCIS  
WAY

395845

CRANBERRY PLACE

5 SAINT FRANCIS

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CRANBERRY TOWNSHIP	PA	16066	(724) 772-5350
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CRANBERRY TOWNSHIP	PA	16066	(724) 772-5350
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CRANBERRY TOWNSHIP	PA	16066	(724) 772-5350
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CRANBERRY	PA	16066	(724) 772-5350
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/29/2009

11/04/2009

09/29/2009

11/04/2009

12/06/2010

01/19/2011

12/06/2010

01/19/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated Minimal harm or potential for actual harm

Give each resident care and

Pattern Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

			WAY
395846	TWIN OAKS NURSING HOME	2880 HORSESHOE PIKE PO BOX 137	
395847	FOX SUBACUTE AT CLARA BURKE	251 STENTON AVENUE	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN	

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TOWNSHIP			
PALMYRA	PA	17078	(717) 838-2231
PLYMOUTH MEETING	PA	19462	(610) 828-2272
WEST CHESTER	PA	19380	(610) 696-5211
WEST CHESTER	PA	19380	(610) 696-5211
WEST CHESTER	PA	19380	(610) 696-5211
WEST CHESTER	PA	19380	(610) 696-5211
WEST CHESTER	PA	19380	(610) 696-5211
WEST CHESTER	PA	19380	(610) 696-5211

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/11/2009

04/14/2009

03/16/2009

04/30/2009

05/20/2009

07/17/2009

05/20/2009

07/17/2009

05/20/2009

07/17/2009

05/20/2009

07/17/2009

06/05/2009

07/17/2009

04/12/2010

06/11/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395851	REHAB & NURSING CTR GREATER PITTSBURG	890 WEATHERWOOD LANE
395852	CLIVEDEN NURSING AND REHABILITATION CENTER	6400 GREENE STREET
395852	CLIVEDEN NURSING AND REHABILITATION	6400 GREENE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEST CHESTER	PA	19380	(610) 696-5211
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WEST CHESTER	PA	19380	(610) 696-5211
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WEST CHESTER	PA	19380	(610) 696-5211
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WEST CHESTER	PA	19380	(610) 696-5211
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GREENSBURG	PA	15601	(724) 837-8076
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PHILADELPHIA	PA	19119	(215) 844-6400
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PHILADELPHIA	PA	19119	(215) 844-6400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/27/2011

12/26/2011

10/27/2011

12/26/2011

10/27/2011

12/26/2011

10/27/2011

12/26/2011

08/26/2010

09/27/2010

11/06/2009

12/07/2009

05/20/2010

06/18/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	
395852	CLIVEDEN NURSING AND REHABILITATION CENTER	6400 GREENE STREET
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19119	(215) 844-6400
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SAEGERTOWN	PA	16433	(814) 763-2445
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SAEGERTOWN	PA	16433	(814) 763-2445
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SAEGERTOWN	PA	16433	(814) 763-2445
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SAEGERTOWN	PA	16433	(814) 763-2445
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SAEGERTOWN	PA	16433	(814) 763-2445
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/12/2010

12/06/2010

04/23/2010

05/24/2010

04/23/2010

05/24/2010

04/23/2010

05/24/2010

03/21/2011

04/08/2011

03/21/2011

04/08/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Potential for minimal harm
Make sure that the nursing home	Widespread	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SAEGERTOWN	PA	16433	(814) 763-2445
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SAEGERTOWN	PA	16433	(814) 763-2445
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SAEGERTOWN	PA	16433	(814) 763-2445
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/21/2011

04/08/2011

09/13/2011

10/12/2011

09/13/2011

10/12/2011

05/11/2009

08/05/2009

09/21/2009

10/26/2009

09/21/2009

10/26/2009

09/21/2009

10/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
Provide clean bed and bath linens that are in good condition.	Widespread	Potential for minimal harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the attending doctor orders special diets.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	(724) 537-5500
LATROBE	PA	15650	(724) 537-5500
LATROBE	PA	15650	(724) 537-5500
LATROBE	PA	15650	(724) 537-5500
LATROBE	PA	15650	(724) 537-5500
LATROBE	PA	15650	(724) 537-5500
LATROBE	PA	15650	(724) 537-5500

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/03/2010

04/04/2010

02/03/2010

04/04/2010

02/03/2010

04/04/2010

02/03/2010

04/04/2010

02/03/2010

04/04/2010

05/10/2010

06/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
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395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
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395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
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395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
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395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/04/2010

11/18/2010

10/04/2010

10/18/2010

11/04/2010

12/15/2010

11/04/2010

12/15/2010

11/04/2010

12/15/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395864	WOOD RIVER VILLAGE	3200 BENSLEM BOULEVARD
395864	WOOD RIVER VILLAGE	3200 BENSLEM BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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LATROBE	PA	15650	(724) 537-5500
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BENSALEM	PA	19020	(215) 752-2370
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BENSALEM	PA	19020	(215) 752-2370
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/27/2011

06/17/2011

06/02/2011

07/20/2011

11/22/2011

01/06/2012

11/22/2011

01/06/2012

11/22/2011

01/06/2012

09/01/2010

09/30/2010

09/01/2010

09/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Resident Rights Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Potential for minimal harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STATE COLLEGE	PA	16801	(814) 237-0630
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STATE COLLEGE	PA	16801	(814) 237-0630
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STATE COLLEGE	PA	16801	(814) 237-0630
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STATE COLLEGE	PA	16801	(814) 237-0630
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STATE COLLEGE	PA	16801	(814) 237-0630
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STATE COLLEGE	PA	16801	(814) 237-0630
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STATE COLLEGE	PA	16801	(814) 237-0630
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/17/2008

12/26/2008

04/14/2009

04/27/2009

04/14/2009

04/27/2009

07/16/2009

08/14/2009

07/20/2009

08/14/2009

07/08/2010

08/09/2010

01/26/2011

02/25/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
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Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
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Hire a qualified social worker; or in homes with more than 120 beds, hire a qualified full-time social worker.	Pattern	Minimal harm or potential for actual harm
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Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395869	BUTLER MEMORIAL HOSP TCF	911 EAST BRADY STREET
395870	SOUTH FAYETTE NURSING CENTER	252 MAIN STREET
395870	SOUTH FAYETTE NURSING CENTER	252 MAIN STREET
395870	SOUTH FAYETTE NURSING CENTER	252 MAIN STREET
395872	MILLVILLE HEALTH CENTER	P.O. BOX 320, 48 HAVEN LANE
395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STATE COLLEGE	PA	16801	(814) 237-0630
STATE COLLEGE	PA	16801	(814) 237-0630
STATE COLLEGE	PA	16801	(814) 237-0630
BUTLER	PA	16001	(724) 283-6666
MARKLEYSBURG	PA	15459	(724) 329-4830
MARKLEYSBURG	PA	15459	(724) 329-4830
MARKLEYSBURG	PA	15459	(724) 329-4830
MILLVILLE	PA	17846	(570) 458-5566
TURTLE CREEK	PA	15145	(412) 825-9000

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/26/2011

02/25/2011

02/16/2011

03/26/2011

07/22/2011

09/22/2011

06/02/2011

07/23/2011

01/12/2009

02/23/2009

05/13/2009

06/15/2009

05/12/2011

05/25/2011

04/15/2011

05/20/2011

09/19/2011

11/10/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Administration Deficiencies
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Health	Mistreatment Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET
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395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET
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395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TURTLE CREEK	PA	15145	(412) 825-9000
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TURTLE CREEK	PA	15145	(412) 825-9000
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TURTLE CREEK	PA	15145	(412) 825-9000
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TAMAQUA	PA	18252	(570) 668-1775
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TAMAQUA	PA	18252	(570) 668-1775
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/19/2011

11/10/2011

09/19/2011

11/10/2011

12/12/2011

01/13/2012

12/23/2008

02/23/2009

12/23/2008

02/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395875

HOMETOWN NURSING AND REHAB CEN

149 LAFAYETTE  
AVENUE

395875

HOMETOWN NURSING AND REHAB CEN

149 LAFAYETTE  
AVENUE

395875

HOMETOWN NURSING AND REHAB CEN

149 LAFAYETTE  
AVENUE

395875

HOMETOWN NURSING AND REHAB CEN

149 LAFAYETTE  
AVENUE

395875

HOMETOWN NURSING AND REHAB CEN

149 LAFAYETTE  
AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA PA 18252 (570) 668-1775

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/29/2009

02/23/2009

01/29/2009

02/23/2009

01/29/2009

02/23/2009

11/04/2009

11/30/2009

04/07/2010

06/03/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

and self respect.

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
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395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA PA 18252 (570) 668-1775

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010

07/28/2010

04/28/2010

06/03/2010

06/03/2010

06/28/2010

06/03/2010

06/28/2010

06/03/2010

06/28/2010

06/03/2010

06/28/2010

06/03/2010

06/28/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Pattern

Minimal harm or potential for actual harm

Try to resolve each resident's complaints quickly.

Isolated

Minimal harm or potential for actual harm

Set up or keep a group of people to review and ensure quality.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Pattern

Minimal harm or potential for actual harm

Develop a complete care plan

Isolated

Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395877	HIGHLAND VIEW HEALTH CARE	90 MAIN STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA	PA	18252	(570) 668-1775
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TAMAQUA	PA	18252	(570) 668-1775
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TAMAQUA	PA	18252	(570) 668-1775
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TAMAQUA	PA	18252	(570) 668-1775
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TAMAQUA	PA	18252	(570) 668-1775
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TAMAQUA	PA	18252	(570) 668-1775
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BROCKWAY	PA	15824	(814) 265-8265
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/03/2010

06/28/2010

10/26/2010

01/03/2011

10/26/2010

01/03/2011

10/26/2010

01/03/2011

10/26/2010

01/03/2011

12/22/2010

01/03/2011

11/09/2011

12/15/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

that meets all of a resident's needs, with timetables and actions that can be measured.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395878

ORWIGSBURG CENTER

1000 ORWIGSBURG  
MANOR DR

395878

ORWIGSBURG CENTER

1000 ORWIGSBURG  
MANOR DR

395879

COUNTRYSIDE CONVAL HOME LTD PA

8221 LAMOR ROAD

395879

COUNTRYSIDE CONVAL HOME LTD PA

8221 LAMOR ROAD

395879

COUNTRYSIDE CONVAL HOME LTD PA

8221 LAMOR ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ORWIGSBURG	PA	17961	(717) 366-2999
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ORWIGSBURG	PA	17961	(717) 366-2999
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MERCER	PA	16137	(724) 662-5860
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MERCER	PA	16137	(724) 662-5860
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MERCER	PA	16137	(724) 662-5860
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/13/2011

11/15/2011

10/13/2011

11/15/2011

05/09/2011

06/03/2011

05/09/2011

06/03/2011

05/09/2011

06/03/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.

harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Pattern

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Pattern

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in

Pattern

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395880	PHOEBE BERKS HEALTH CARE CENTE	1 HEIDELBERG DRIVE
395881	MOUNTAIN VIEW CARE CENTER	2309 STAFFORD AVENUE
395882	LONGWOOD AT OAKMONT	500 ROUTE 909
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WERNERSVILLE	PA	19565	(610) 678-4002
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SCRANTON	PA	18505	(570) 341-0050
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VERONA	PA	15147	(412) 826-5900
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PITTSBURGH	PA	15221	(412) 723-3662
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PITTSBURGH	PA	15221	(412) 723-3662
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PITTSBURGH	PA	15221	(412) 723-3662
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PITTSBURGH	PA	15221	(412) 723-3662
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/06/2011

03/06/2011

03/14/2011

05/23/2011

06/15/2010

07/28/2010

01/05/2009

03/03/2009

01/05/2009

03/03/2009

01/05/2009

03/03/2009

02/12/2009

03/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Fire Safety

Miscellaneous Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

emergencies, and give them out properly.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

fire safety features required by current fire safety codes.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Do a new assessment after any major change in a resident's physical or mental health.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Keep each resident free from physical restraints, unless

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395883 VILLAGE AT PENNWOOD 909 WEST STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15221 (412) 723-3662

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/12/2009

03/13/2009

02/26/2009

03/13/2009

03/16/2009

04/01/2009

08/11/2009

09/14/2009

08/11/2009

09/14/2009

08/18/2009

09/23/2009

08/18/2009

09/23/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

needed for medical treatment.

Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
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1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
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Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
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Make sure that each resident's	Isolated	Minimal harm or potential for actual
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395883

VILLAGE AT PENNWOOD

909 WEST STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH PA 15221 (412) 723-3662

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/18/2009

09/23/2009

10/09/2009

11/12/2009

10/09/2009

11/12/2009

10/27/2009

11/12/2009

11/02/2009

11/24/2009

11/02/2009

11/24/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

nutritional needs were met.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662
PITTSBURGH	PA	15221	(412) 723-3662

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/13/2009

12/11/2009

11/25/2009

12/25/2009

01/20/2010

02/05/2010

03/02/2010

03/26/2010

03/11/2010

04/09/2010

06/28/2010

07/30/2010

06/15/2011

06/22/2011

06/23/2011

07/25/2011

07/07/2011

08/05/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Resident Assessment Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Health Pharmacy Service Deficiencies

Health Resident Rights Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Environmental Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Pattern	Minimal harm or potential for actual harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Have a private telephone available for use.	Pattern	Potential for minimal harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395883	VILLAGE AT PENNWOOD	909 WEST STREET
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395883	VILLAGE AT PENNWOOD	909 WEST STREET
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395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
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395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
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395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
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395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
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395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	(412) 723-3662
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PITTSBURGH	PA	15221	(412) 723-3662
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LATROBE	PA	15650	(724) 537-4441
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LATROBE	PA	15650	(724) 537-4441
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LATROBE	PA	15650	(724) 537-4441
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LATROBE	PA	15650	(724) 537-4441
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LATROBE	PA	15650	(724) 537-4441
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/07/2011

08/05/2011

09/23/2011

11/15/2011

12/03/2008

12/30/2008

01/14/2009

02/19/2009

02/22/2010

05/10/2010

02/22/2010

05/20/2010

02/22/2010

05/20/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

surroundings.

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

harm

Minimal harm or potential for actual harm

Make sure there is a program to prevent/deal with mice, insects, or other pests.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441
LATROBE	PA	15650	(724) 537-4441

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/09/2010

05/10/2010

04/09/2010

05/10/2010

04/30/2010

05/10/2010

05/12/2010

05/20/2010

11/24/2010

12/16/2010

04/04/2011

05/05/2011

04/04/2011

05/05/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Potential for minimal harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	(724) 537-4441
PHILADELPHIA	PA	19139	(215) 476-6264
PHILADELPHIA	PA	19139	(215) 476-6264
PHILADELPHIA	PA	19139	(215) 476-6264
PHILADELPHIA	PA	19139	(215) 476-6264
PHILADELPHIA	PA	19139	(215) 476-6264
PHILADELPHIA	PA	19139	(215) 476-6264

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/10/2011

06/24/2011

05/20/2009

06/09/2009

10/15/2009

12/01/2009

10/15/2009

12/01/2009

06/02/2010

08/06/2010

07/26/2010

08/06/2010

11/15/2010

12/30/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services,	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395904	SANATOGA CENTER	225 EVERGREEN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA PA 19139 (215) 476-6264

YORK PA 17404 (717) 764-6262

POTTSTOWN PA 19464 (610) 323-1800

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/17/2011

12/15/2011

03/05/2009

04/20/2009

03/05/2009

04/20/2009

03/05/2009

04/20/2009

06/21/2011

08/15/2011

06/08/2010

07/14/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.

Keep each resident free from physical restraints, unless needed for medical treatment.

Isolated

Minimal harm or potential for actual harm

Let the resident refuse treatment or refuse to take part in an experiment.

Pattern

Minimal harm or potential for actual harm

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Pattern

Minimal harm or potential for actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395904	SANATOGA CENTER	225 EVERGREEN ROAD
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

POTTSTOWN	PA	19464	(610) 323-1800
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KINGSTON	PA	18704	(570) 283-5848
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KINGSTON	PA	18704	(570) 283-5848
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KINGSTON	PA	18704	(570) 283-5848
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KINGSTON	PA	18704	(570) 283-5848
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/09/2010

07/23/2010

04/08/2009

06/16/2009

01/06/2010

01/18/2010

06/28/2010

08/16/2010

07/23/2010

08/16/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

catheter, unless it is necessary.		
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395906	HENRY CLAY VILLA, LP	5253 NATIONAL PIKE

395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE
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395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE
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395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	(570) 283-5848
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KINGSTON	PA	18704	(570) 283-5848
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MARKLEYSBURG	PA	15459	(412) 329-5545
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BRADFORD	PA	16701	(814) 368-5648
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BRADFORD	PA	16701	(814) 368-5648
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BRADFORD	PA	16701	(814) 368-5648
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/13/2010

01/31/2011

12/13/2010

01/31/2011

10/02/2009

10/02/2009

11/17/2010

12/10/2010

11/17/2010

12/30/2010

11/17/2010

12/10/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

Try to resolve each resident's complaints quickly.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator.

Widespread

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE
395909	DARWAY ELDER CARE REHABILITATION CENTER	5865 ROUTE 154
395909	DARWAY ELDER CARE REHABILITATION CENTER	5865 ROUTE 154
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BRADFORD	PA	16701	(814) 368-5648
FORKSVILLE	PA	18616	(570) 924-3411
FORKSVILLE	PA	18616	(570) 924-3411
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/10/2012

03/14/2012

01/14/2011

02/11/2011

01/14/2011

02/11/2011

12/08/2009

01/05/2010

12/08/2009

01/05/2010

03/19/2010

05/04/2010

03/31/2010

05/04/2010

08/31/2010

10/19/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700
NORRISTOWN	PA	19401	(610) 278-2700

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/29/2010

11/17/2010

02/17/2011

03/21/2011

02/17/2011

03/21/2011

03/24/2011

05/06/2011

05/17/2011

06/30/2011

06/21/2011

07/15/2011

06/21/2011

07/15/2011

06/21/2011

07/15/2011

11/03/2011

12/03/2011

11/17/2011

01/06/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

Health Administration Deficiencies

Health Resident Assessment Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395913	MANORCARE HEALTH SERVICES- HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395913	MANORCARE HEALTH SERVICES- HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395913	MANORCARE HEALTH SERVICES- HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395913	MANORCARE HEALTH SERVICES- HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395915	KINKORA PYTHIAN HOME	25 COVE ROAD
395915	KINKORA PYTHIAN HOME	25 COVE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	(610) 278-2700
HUNTINGDON VALLEY	PA	19006	(215) 938-7171
HUNTINGDON VALLEY	PA	19006	(215) 938-7171
HUNTINGDON VALLEY	PA	19006	(215) 938-7171
HUNTINGDON VALLEY	PA	19006	(215) 938-7171
HUNTINGDON VALLEY	PA	19006	(215) 938-7171
DUNCANNON	PA	17020	(717) 834-4887
DUNCANNON	PA	17020	(717) 834-4887

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/17/2011

01/06/2012

11/09/2009

11/23/2009

03/08/2010

03/30/2010

05/02/2011

06/14/2011

05/02/2011

06/14/2011

01/06/2010

02/19/2010

01/06/2010

02/19/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
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Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
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1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395915	KINKORA PYTHIAN HOME	25 COVE ROAD
395916	KIRKLAND VILLAGE	2335 MADISON AVENUE
395917	BRINTON MANOR	549 BALTIMORE PIKE
395917	BRINTON MANOR	549 BALTIMORE PIKE
395918	SHOOK HOME THE	55 SOUTH SECOND STREET
395922	ARTMAN LUTHERAN HOME	250 NORTH BETHLEHEM PIKE
395923	CHAPEL POINTE AT CARLISLE	770 S. HANOVER STREET
395923	CHAPEL POINTE AT CARLISLE	770 S. HANOVER

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

DUNCANNON	PA	17020	(717) 834-4887
BETHLEHEM	PA	18017	(610) 691-4500
GLEN MILLS	PA	19342	(610) 358-6005
GLEN MILLS	PA	19342	(610) 358-6005
CHAMBERSBURG	PA	17201	(717) 264-6815
AMBLER	PA	19002	(215) 643-6333
CARLISLE	PA	17013	(717) 249-1363
CARLISLE	PA	17013	(717) 249-1363

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

01/06/2010

02/19/2010

03/08/2011

04/15/2011

05/27/2011

07/14/2011

02/07/2012

03/22/2012

04/27/2011

05/27/2011

10/14/2011

11/22/2011

05/17/2010

06/10/2010

08/11/2011

09/06/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Environmental Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Potential for minimal harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

STREET

395927

STONERIDGE POPLAR RUN

450 EAST LINCOLN  
AVENUE

395927

STONERIDGE POPLAR RUN

450 EAST LINCOLN  
AVENUE

395929

RIDGEVIEW HEALTHCARE & REHAB CENTER  
LLC

200 PENNSYLVANIA  
AVENUE

395929

RIDGEVIEW HEALTHCARE & REHAB CENTER

200 PENNSYLVANIA

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MYERSTOWN PA 17067 (717) 866-3200

MYERSTOWN PA 17067 (717) 866-3200

SHENANDOAH PA 17976 (570) 462-1921

SHENANDOAH PA 17976 (570) 462-1921

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/15/2011

05/09/2011

04/15/2011

05/09/2011

12/18/2008

03/17/2009

12/18/2008

03/17/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

<p>doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.</p>		harm
<p>Give each resident care and services to get or keep the highest quality of life possible.</p>	Isolated	Minimal harm or potential for actual harm
<p>Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.</p>	Isolated	Minimal harm or potential for actual harm
<p>1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.</p>	Pattern	Minimal harm or potential for actual harm
<p>Keep accurate and appropriate</p>	Pattern	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395929	LLC RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	AVENUE 200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/18/2008

03/17/2009

12/18/2008

03/17/2009

12/18/2008

03/17/2009

12/18/2008

03/17/2009

12/18/2008

03/17/2009

12/18/2008

03/17/2009

12/18/2008

03/17/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

medical records.		harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Prepare food that is nutritional,	Widespread	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	LLC	AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/18/2008

02/25/2009

01/30/2009

02/25/2009

01/30/2009

03/17/2009

07/10/2009

09/16/2009

07/10/2009

09/16/2009

07/10/2009

09/16/2009

07/10/2009

09/16/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

appetizing, tasty, attractive, well-cooked, and at the right temperature.		harm
Keep all essential equipment working safely.	Pattern	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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SHENANDOAH	PA	17976	(570) 462-1921
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/16/2009

11/17/2009

09/16/2009

11/17/2009

09/23/2009

11/17/2009

09/23/2009

11/17/2009

09/23/2009

11/17/2009

10/15/2009

11/17/2009

10/15/2009

11/17/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.

Have a detailed, written plan for disasters and emergencies.	Pattern	Minimal harm or potential for actual harm
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Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
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At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
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1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern	Minimal harm or potential for actual harm
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Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
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Protect the resident from a transfer or discharge that is not	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH PA 17976 (570) 462-1921

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/29/2009

11/17/2009

10/29/2009

11/17/2009

10/29/2009

11/17/2009

10/29/2009

11/17/2009

07/02/2010

09/21/2010

08/27/2010

09/21/2010

01/27/2012

03/27/2012

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

wanted or needed.

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Train all employees on what to do in an emergency.	Pattern	Minimal harm or potential for actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395930	REGIONAL HOSPITAL SKILLED NURSING FACILITY	746 JEFFERSON AVENUE
395930	REGIONAL HOSPITAL SKILLED NURSING FACILITY	746 JEFFERSON AVENUE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	(570) 462-1921
SHENANDOAH	PA	17976	(570) 462-1921
SCRANTON	PA	18501	(570) 348-7553
SCRANTON	PA	18501	(570) 348-7553
WAYMART	PA	18472	(570) 488-7130
WAYMART	PA	18472	(570) 488-7130
WAYMART	PA	18472	(570) 488-7130
WAYMART	PA	18472	(570) 488-7130
WAYMART	PA	18472	(570) 488-7130
WAYMART	PA	18472	(570) 488-7130

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/07/2012

03/27/2012

02/07/2012

03/27/2012

01/13/2012

03/23/2012

01/13/2012

03/23/2012

05/07/2009

07/07/2009

05/07/2009

07/07/2009

10/05/2010

10/22/2010

10/05/2010

10/22/2010

08/18/2011

10/25/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Nutrition and Dietary Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Mistreatment Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Quality Care Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents are well nourished.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395941	TCC READING HOSP AND MED CTR	2802 PAPERMILL ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395950	CENTENNIAL HEALTHCARE AND REHABILITATION CENTER	4400 WEST GIRARD AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WAYMART	PA	18472	(570) 488-7130
WAYMART	PA	18472	(570) 488-7130
WYOMISSING	PA	19610	(484) 388-2721
JEFFERSON HILLS	PA	15025	(412) 466-1125
JEFFERSON HILLS	PA	15025	(412) 466-1125
JEFFERSON HILLS	PA	15025	(412) 466-1125
JEFFERSON HILLS	PA	15025	(412) 466-1125
JEFFERSON HILLS	PA	15025	(412) 466-1125
PHILADELPHIA	PA	19104	(215) 477-1170

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/18/2011

11/09/2011

08/27/2010

09/03/2010

03/18/2009

04/16/2009

11/04/2010

12/11/2010

01/03/2012

02/29/2012

01/03/2012

02/29/2012

01/03/2012

02/29/2012

06/07/2011

07/29/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Fire Safety	Illumination and Emergency Power Deficiencies
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Health	Quality Care Deficiencies
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Health	Administration Deficiencies
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Health	Quality Care Deficiencies
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Health	Resident Assessment Deficiencies
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Health	Pharmacy Service Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
properly located and lighted "Exit" signs.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395950	CENTENNIAL HEALTHCARE AND REHABILITATION CENTER	4400 WEST GIRARD AVENUE
395950	CENTENNIAL HEALTHCARE AND REHABILITATION CENTER	4400 WEST GIRARD AVENUE
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19104	(215) 477-1170
PHILADELPHIA	PA	19104	(215) 477-1170
BOOTHWYN	PA	19061	(610) 558-7840
BOOTHWYN	PA	19061	(610) 558-7840
BOOTHWYN	PA	19061	(610) 558-7840
BOOTHWYN	PA	19061	(610) 558-7840

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/07/2011

07/29/2011

12/13/2011

02/11/2012

03/14/2011

04/30/2011

05/20/2011

06/06/2011

05/20/2011

06/06/2011

05/20/2011

06/06/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Be administered in a way that leads to the highest possible level of well being for each resident.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is safe, easy to use, clean and comfortable.

Isolated

Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BOOTHWYN PA 19061 (610) 558-7840

SHIPPENSBURG PA 17257 (717) 530-8300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/20/2011

06/06/2011

02/06/2009

03/17/2009

02/26/2009

03/24/2009

04/24/2009

06/09/2009

01/07/2010

02/16/2010

04/21/2010

05/26/2010

04/21/2011

06/07/2011

05/19/2011

06/29/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Fire Alarm Systems Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Potential for minimal harm
a fire alarm system that can be heard throughout the facility.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home	Widespread	Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MEDIA	PA	19063	(610) 891-3803
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MEDIA	PA	19063	(610) 891-3803
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MEDIA	PA	19063	(610) 891-3803
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MEDIA	PA	19063	(610) 891-3803
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MEDIA	PA	19063	(610) 891-3803
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MEDIA	PA	19063	(610) 891-3803
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UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/17/2009

03/27/2009

03/19/2010

04/16/2010

09/24/2010

11/01/2010

10/19/2010

11/05/2010

07/27/2011

08/10/2011

09/29/2011

11/07/2011

01/13/2010

03/04/2010

01/13/2010

03/04/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is safe, easy to use, clean and comfortable.

Give professional services that follow each resident's written care plan.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Put firmly secured handrails on each side of hallways.

Pattern

Minimal harm or potential for actual harm

Electronically record and report resident status assessments in a timely manner as required in order to monitor resident health and progress.

Widespread

Potential for minimal harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Make sure that a working call system is available in each resident's room or bathroom and bathing area.

Widespread

Minimal harm or potential for actual harm

Provide needed housekeeping and maintenance.

Widespread

Potential for minimal harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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UNIONTOWN	PA	15401	(724) 438-6000
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/20/2010

09/17/2010

08/20/2010

09/17/2010

08/27/2010

09/17/2010

06/07/2011

06/17/2011

06/07/2011

06/17/2011

09/02/2011

10/23/2011

09/02/2011

10/23/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

and maintenance.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395983	KEARSLEY REHABILITATION AND NURSING CENTER	2100 NORTH 49TH STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

UNIONTOWN	PA	15401	(724) 438-6000
UNIONTOWN	PA	15401	(724) 438-6000
PHILADELPHIA	PA	19131	(215) 877-1565
CARBONDALE	PA	18407	(570) 282-1099
CARBONDALE	PA	18407	(570) 282-1099
CARBONDALE	PA	18407	(570) 282-1099
CARBONDALE	PA	18407	(570) 282-1099

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/14/2011

12/30/2011

12/14/2011

12/30/2011

06/16/2011

08/15/2011

09/16/2009

10/09/2009

09/16/2009

10/09/2009

09/16/2009

10/09/2009

03/17/2011

05/02/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
1) Make sure that residents who take drugs are not given too	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CARBONDALE	PA	18407	(570) 282-1099
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CARBONDALE	PA	18407	(570) 282-1099
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CARBONDALE	PA	18407	(570) 282-1099
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CARBONDALE	PA	18407	(570) 282-1099
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CARBONDALE	PA	18407	(570) 282-1099
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CARBONDALE	PA	18407	(570) 282-1099
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/17/2011

05/02/2011

04/15/2011

05/02/2011

08/18/2011

10/17/2011

08/18/2011

10/17/2011

08/18/2011

10/17/2011

08/18/2011

10/17/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Health Resident Assessment Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Give or get special rehabilitation if in the patient's plan of care. Isolated Minimal harm or potential for actual harm

Hire a qualified activities director. Widespread Potential for minimal harm

Keep accurate and appropriate medical records. Isolated Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. Isolated Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395986	KITTANNING CARE CENTER	120 KITTANNING CARE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16601	(814) 946-2700
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ALTOONA	PA	16601	(814) 946-2700
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ALTOONA	PA	16601	(814) 946-2700
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ALTOONA	PA	16601	(814) 946-2700
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ALTOONA	PA	16601	(814) 946-2700
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ALTOONA	PA	16601	(814) 946-2700
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ALTOONA	PA	16601	(814) 946-2700
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KITTANNING	PA	16201	(724) 545-2273
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/31/2009

09/11/2009

07/31/2009

09/11/2009

04/05/2010

04/29/2010

10/19/2010

11/19/2010

04/13/2011

05/10/2011

10/28/2011

12/12/2011

10/28/2011

12/12/2011

01/16/2009

02/17/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Resident Rights Deficiencies

Health Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

395986	KITTANNING CARE CENTER	120 KITTANNING CARE DRIVE
395989	MANORCARE HEALTH SERVICES-MERCY FI	600 SOUTH WYCOMBE AVE
395998	MISERICORDIA NURSING & REHABILITATION CENTER	998 SOUTH RUSSELL STREET
395998	MISERICORDIA NURSING & REHABILITATION CENTER	998 SOUTH RUSSELL STREET
396003	MANORCARE HEALTH SERVICES- MONROEVILLE	885 MACBETH DRIVE
396003	MANORCARE HEALTH SERVICES- MONROEVILLE	885 MACBETH DRIVE
396003	MANORCARE HEALTH SERVICES- MONROEVILLE	885 MACBETH DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

KITTANNING	PA	16201	(724) 545-2273
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YEADON	PA	19050	(610) 626-8065
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YORK	PA	17402	(717) 755-1964
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YORK	PA	17402	(717) 755-1964
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MONROEVILLE	PA	15146	(412) 856-7071
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MONROEVILLE	PA	15146	(412) 856-7071
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MONROEVILLE	PA	15146	(412) 856-7071
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/30/2009

08/28/2009

09/11/2009

10/21/2009

01/23/2009

03/09/2009

01/23/2009

03/09/2009

08/13/2010

09/22/2010

08/13/2010

09/22/2010

06/20/2011

07/26/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

properly.

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396003	MANORCARE HEALTH SERVICES- MONROEVILLE	885 MACBETH DRIVE
396003	MANORCARE HEALTH SERVICES- MONROEVILLE	885 MACBETH DRIVE
396003	MANORCARE HEALTH SERVICES- MONROEVILLE	885 MACBETH DRIVE
396009	RITTENHOUSE PINE CENTER	1700 PINE STREET
396009	RITTENHOUSE PINE CENTER	1700 PINE STREET
396017	WILLOW RIDGE CENTER	3485 DAVISVILLE ROAD
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MONROEVILLE	PA	15146	(412) 856-7071
MONROEVILLE	PA	15146	(412) 856-7071
MONROEVILLE	PA	15146	(412) 856-7071
NORRISTOWN	PA	19401	(610) 239-7100
NORRISTOWN	PA	19401	(610) 239-7100
HATBORO	PA	19040	(215) 830-0400
GREENSBURG	PA	15601	(724) 832-8400
GREENSBURG	PA	15601	(724) 832-8400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/21/2011

01/31/2012

12/21/2011

01/31/2012

01/24/2012

02/14/2012

07/30/2009

09/07/2009

07/19/2010

08/18/2010

02/03/2009

03/10/2009

05/19/2010

07/26/2010

05/19/2010

07/26/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Pharmacy Service Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Widespread	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	(724) 832-8400
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GREENSBURG	PA	15601	(724) 832-8400
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GREENSBURG	PA	15601	(724) 832-8400
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GREENSBURG	PA	15601	(724) 832-8400
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GREENSBURG	PA	15601	(724) 832-8400
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GREENSBURG	PA	15601	(724) 832-8400
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HELLERTOWN	PA	18055	(610) 838-7901
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/19/2010

07/26/2010

05/19/2010

07/26/2010

05/26/2010

07/26/2010

05/26/2010

08/18/2010

05/26/2010

07/26/2010

05/26/2010

08/17/2010

08/13/2009

09/15/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Properly mark drugs and other similar products.	Widespread	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396024

MARY ELLEN CONVALESCENT HOME,

1896 LEITHSVILLE  
ROAD

396024

MARY ELLEN CONVALESCENT HOME,

1896 LEITHSVILLE  
ROAD

396035

SCOTTDALE MANOR REHABILITATION

900 PORTER AVENUE

396035

SCOTTDALE MANOR REHABILITATION

900 PORTER AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HELLERTOWN PA 18055 (610) 838-7901

HELLERTOWN PA 18055 (610) 838-7901

SCOTTDALE PA 15683 (724) 887-0100

SCOTTDALE PA 15683 (724) 887-0100

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/13/2009

09/15/2009

01/21/2011

02/28/2011

01/16/2009

02/16/2009

08/11/2009

09/02/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated  
Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Pattern  
Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated  
Minimal harm or potential for actual harm

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal

Isolated  
Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396035	SCOTTDALE MANOR REHABILITATION	900 PORTER AVENUE
396040	UPMC TCU	200 LOTHROP STREET
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCOTTDALE	PA	15683	(724) 887-0100
PITTSBURGH	PA	15213	(412) 692-4260
CHESWICK	PA	15024	(724) 274-3773
CHESWICK	PA	15024	(724) 274-3773
CHESWICK	PA	15024	(724) 274-3773
CHESWICK	PA	15024	(724) 274-3773
JEANNETTE	PA	15644	(724) 327-3500
JEANNETTE	PA	15644	(724) 327-3500
JEANNETTE	PA	15644	(724) 327-3500

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/07/2009

01/11/2010

02/16/2011

04/06/2011

12/29/2010

02/14/2011

12/29/2010

02/14/2011

01/03/2011

01/29/2011

01/03/2011

01/29/2011

09/22/2009

10/23/2009

11/02/2010

12/08/2010

03/09/2011

04/14/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Quality Care Deficiencies

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

suctioning, respiratory care, foot care, and prostheses.		
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396056 WILLIAM PENN CARE CENTER 2020 ADER ROAD

396056 WILLIAM PENN CARE CENTER 2020 ADER ROAD

396056 WILLIAM PENN CARE CENTER 2020 ADER ROAD

396058 AVALON SPRINGS NURSING CENTER 745 GREENVILLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

JEANNETTE PA 15644 (724) 327-3500

JEANNETTE PA 15644 (724) 327-3500

JEANNETTE PA 15644 (724) 327-3500

MERCER PA 16137 (724) 662-5400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/09/2011

04/14/2011

01/17/2012

01/31/2012

01/17/2012

01/31/2012

12/05/2008

01/31/2009

12/05/2008

01/31/2009

12/05/2008

01/31/2009

12/05/2008

01/31/2009

05/25/2010

06/25/2010

06/10/2010

07/23/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

needs of each resident.		harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are well nourished.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Hire a qualified dietician.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/27/2010

08/27/2010

07/27/2010

08/27/2010

11/17/2010

12/10/2010

05/09/2011

06/17/2011

05/09/2011

06/17/2011

05/09/2011

06/17/2011

05/09/2011

06/17/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Potential for minimal harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MERCER	PA	16137	(724) 662-5400
MERCER	PA	16137	(724) 662-5400
MONROEVILLE	PA	15146	(412) 373-3900
MONROEVILLE	PA	15146	(412) 373-3900
MONROEVILLE	PA	15146	(412) 373-3900
MONROEVILLE	PA	15146	(412) 373-3900
WEST BRANDYWINE	PA	19320	(610) 383-6656
WEST BRANDYWINE	PA	19320	(610) 383-6656
WEST	PA	19320	(610) 383-6656

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/17/2011

10/28/2011

11/30/2011

01/20/2012

07/17/2009

08/18/2009

07/17/2009

08/18/2009

07/17/2009

08/18/2009

10/21/2010

11/22/2010

03/11/2009

04/17/2009

08/18/2009

09/04/2009

08/18/2009

09/04/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Offer other nutritional food to each resident who will not eat the food served.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Give or get dental care for each resident.	Pattern	Minimal harm or potential for actual harm
Give or get lab tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396063	SETON MANOR INC	1000 SETON DRIVE
396063	SETON MANOR INC	1000 SETON DRIVE
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEST BRANDYWINE	PA	19320	(610) 383-6656
WEST BRANDYWINE	PA	19320	(610) 383-6656
WEST BRANDYWINE	PA	19320	(610) 383-6656
ORWIGSBURG	PA	17961	(570) 366-0400
ORWIGSBURG	PA	17961	(570) 366-0400
BLOOMSBURG	PA	17815	(570) 784-5930

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/30/2009

01/15/2010

12/30/2009

01/15/2010

04/21/2009

05/31/2009

05/11/2010

06/18/2010

05/13/2009

07/08/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Resident Rights Deficiencies
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Health	Environmental Deficiencies
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Health	Administration Deficiencies
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Health	Resident Rights Deficiencies
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Health	Mistreatment Deficiencies
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Health	Resident Rights Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/13/2009

07/27/2009

05/13/2009

07/27/2009

05/13/2009

07/08/2009

05/13/2009

07/27/2009

12/02/2009

01/05/2010

12/02/2009

01/05/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL	505 WEYMAN ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
BLOOMSBURG	PA	17815	(570) 784-5930
PITTSBURGH	PA	15236	(412) 884-3500
PITTSBURGH	PA	15236	(412) 884-3500
PITTSBURGH	PA	15236	(412) 884-3500

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

04/26/2011

05/17/2011

07/08/2011

08/19/2011

07/08/2011

08/19/2011

07/08/2011

08/19/2011

07/26/2011

08/19/2011

04/08/2009

05/01/2009

04/08/2009

05/01/2009

11/08/2010

12/08/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396066	BOROUGH MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396070	ANGELA JANE PAVILION	8410 ROOSEVELT BLVD
396071	CLEPPER MANOR	959 EAST STATE STREET
396072	MILLCREEK MANOR	5515 PEACH STREET
396072	MILLCREEK MANOR	5515 PEACH STREET
396072	MILLCREEK MANOR	5515 PEACH STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15236	(412) 884-3500
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PITTSBURGH	PA	15236	(412) 884-3500
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PITTSBURGH	PA	15236	(412) 884-3500
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PHILADELPHIA	PA	19152	(215) 708-1200
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SHARON	PA	16146	(724) 981-2750
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ERIE	PA	16509	(814) 868-7395
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ERIE	PA	16509	(814) 868-7395
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ERIE	PA	16509	(814) 868-7395
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/07/2011

05/03/2011

03/07/2011

05/03/2011

11/07/2011

12/27/2011

08/24/2011

10/05/2011

11/08/2010

12/17/2010

01/16/2009

02/06/2009

08/13/2009

08/26/2009

10/15/2009

10/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

from serious medication errors.		harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Hire nurse aides who have shown that they are skilled and	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396072	MILLCREEK MANOR	5515 PEACH STREET
396073	CONSULATE HEALTH CARE OF NORTH STRABANE	100 TANDEM VILLAGE ROAD
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	(814) 868-7395
CANONSBURG	PA	15317	(724) 743-9000
SCRANTON	PA	18501	(570) 348-1424
SCRANTON	PA	18501	(570) 348-1424
SCRANTON	PA	18501	(570) 348-1424
SCRANTON	PA	18501	(570) 348-1424
SCRANTON	PA	18501	(570) 348-1424

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

12/29/2011

02/06/2012

07/27/2011

08/15/2011

05/18/2009

07/13/2009

05/18/2009

07/13/2009

05/28/2009

07/13/2009

05/28/2009

07/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

shown that they are skilled and care for residents safely on-the-job.		harm
Do a new assessment after any major change in a resident's physical or mental health.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
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396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
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396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
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396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
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396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
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396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
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396074	ALLIED SERVICES SKILLED NURSING	303 SMALLACOMBE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON PA 18501 (570) 348-1424

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

05/28/2009

07/13/2009

06/22/2009

07/13/2009

04/21/2010

05/03/2010

04/21/2010

05/03/2010

06/08/2010

07/21/2010

09/20/2010

11/29/2010

09/20/2010

11/29/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that each resident	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18501	(570) 348-1424
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SCRANTON	PA	18501	(570) 348-1424
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SCRANTON	PA	18501	(570) 348-1424
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PHILADELPHIA	PA	19131	(215) 877-5400
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PHILADELPHIA	PA	19131	(215) 877-5400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/15/2010

11/29/2010

11/15/2010

11/29/2010

12/16/2010

02/07/2011

01/09/2009

02/03/2009

03/13/2009

05/12/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

who enters the nursing home without a catheter is not given a catheter, unless it is necessary.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19131	(215) 877-5400
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PHILADELPHIA	PA	19131	(215) 877-5400
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PHILADELPHIA	PA	19131	(215) 877-5400
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PHILADELPHIA	PA	19131	(215) 877-5400
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EASTON	PA	18045	(610) 330-9030
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EASTON	PA	18045	(610) 330-9030
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EASTON	PA	18045	(610) 330-9030
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EASTON	PA	18045	(610) 330-9030
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/01/2010

06/18/2010

10/19/2010

01/11/2011

11/08/2010

12/03/2010

11/08/2011

11/11/2011

07/08/2009

08/21/2009

07/08/2009

08/21/2009

07/08/2009

08/21/2009

07/23/2009

08/21/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Follow all laws and professional standards.

Isolated

Minimal harm or potential for actual harm

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.

Isolated

Minimal harm or potential for actual harm

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.

Isolated

Actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Give or get special rehabilitation

Isolated

Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

EASTON	PA	18045	(610) 330-9030
EASTON	PA	18045	(610) 330-9030
EASTON	PA	18045	(610) 330-9030
EASTON	PA	18045	(610) 330-9030
NORTH WALES	PA	19454	(215) 371-3000
NORTH WALES	PA	19454	(215) 371-3000
NORTH WALES	PA	19454	(215) 371-3000
NORTH WALES	PA	19454	(215) 371-3000
NORTH WALES	PA	19454	(215) 371-3000
MILFORD	PA	18337	(570) 409-9191
MILFORD	PA	18337	(570) 409-9191

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/23/2009

08/21/2009

07/21/2011

08/16/2011

01/13/2012

01/31/2012

06/17/2010

07/11/2010

06/17/2010

07/11/2010

06/17/2010

07/11/2010

06/17/2010

07/11/2010

01/27/2009

04/02/2009

01/27/2009

05/13/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Quality Care Deficiencies
Health	Administration Deficiencies
Health	Environmental Deficiencies
Health	Administration Deficiencies
Health	Resident Assessment Deficiencies
Health	Quality Care Deficiencies
Health	Quality Care Deficiencies
Health	Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Give special rehabilitation by skilled workers, when ordered by a doctor.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

		STREET
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET
396082	BELLINGHAM PARK LANE	1615 EAST BOOT ROAD EAST GOSHEN
396082	BELLINGHAM PARK LANE	1615 EAST BOOT ROAD EAST GOSHEN
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	PA	18337	(570) 409-9191
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MILFORD	PA	18337	(570) 409-9191
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WEST CHESTER	PA	19380	(484) 653-4400
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WEST CHESTER	PA	19380	(484) 653-4400
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MEDIA	PA	19063	(610) 566-1400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/24/2010

12/14/2010

04/20/2011

05/31/2011

09/16/2009

10/16/2009

06/17/2010

07/17/2010

03/10/2009

03/26/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
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396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
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396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
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396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
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396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
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396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MEDIA	PA	19063	(610) 566-1400
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MEDIA	PA	19063	(610) 566-1400
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MEDIA	PA	19063	(610) 566-1400
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MEDIA	PA	19063	(610) 566-1400
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MEDIA	PA	19063	(610) 566-1400
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MEDIA	PA	19063	(610) 566-1400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

09/10/2009

10/27/2009

09/29/2009

11/03/2009

08/13/2010

09/21/2010

08/13/2010

09/21/2010

09/24/2010

10/06/2010

10/21/2010

12/07/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Actual harm

Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the

Isolated

Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396085	MON VALLEY CARE CENTER	200 STOOPS DRIVE
396089	CONCORDIA OF THE SOUTH HILLS	1300 BOWER HILL ROAD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MEDIA	PA	19063	(610) 566-1400
MEDIA	PA	19063	(610) 566-1400
MEDIA	PA	19063	(610) 566-1400
MEDIA	PA	19063	(610) 566-1400
MEDIA	PA	19063	(610) 566-1400
MEDIA	PA	19063	(610) 566-1400
MONONGAHELA	PA	15063	(724) 310-1111
PITTSBURGH	PA	15243	(412) 278-1300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/21/2010

12/07/2010

10/21/2010

12/07/2010

12/01/2010

12/16/2010

10/19/2011

11/15/2011

10/19/2011

11/15/2011

01/30/2012

02/24/2012

04/24/2009

06/02/2009

04/06/2009

05/28/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396090	PRESTON RESIDENCE	200 SYCAMORE DRIVE
396093	RICHFIELD SENIOR LIVING AND REHABILITATION CENTER	PO BOX 248, 631 MAIN STREET
396093	RICHFIELD SENIOR LIVING AND REHABILITATION CENTER	PO BOX 248, 631 MAIN STREET
396093	RICHFIELD SENIOR LIVING AND REHABILITATION CENTER	PO BOX 248, 631 MAIN STREET
396096	MORAVIAN VILLAGE OF BETHLEHEM	634 EAST BROAD STREET
396099	CONNER-WILLIAMS NURSING HOME	105 MORTON AVENUE
396100	HARMARVILLE TRANSITIONAL REHABILITATION UNIT	PO BOX 11460 GUYS RUN ROAD
396104	SAINT CATHERINE HEALTHCARE CENTER	101 BROAD STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WEST GROVE	PA	19390	(610) 869-6767
RICHFIELD	PA	17086	(717) 694-3434
RICHFIELD	PA	17086	(717) 694-3434
RICHFIELD	PA	17086	(717) 694-3434
BETHLEHEM	PA	18018	(610) 625-4885
RIDLEY PARK	PA	19078	(610) 521-1331
PITTSBURGH	PA	15238	(412) 826-4928
ASHLAND	PA	17921	(570) 875-6010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/27/2009

09/03/2009

12/02/2008

01/19/2009

12/02/2008

01/02/2009

01/03/2012

01/20/2012

04/17/2009

05/20/2009

03/11/2010

04/16/2010

01/22/2010

03/17/2010

02/19/2010

04/01/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

property.

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
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Use properly trained paid feeding assistants, provide licensed nursing supervision of the feeding assistants, or properly monitor the feeding of its residents.	Isolated	Minimal harm or potential for actual harm
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Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
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Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Give or get x-rays and other tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
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Provide food in a way that meets a resident's needs.	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396108	GOOD SHEPHERD HOME-BETHLEHEM	2855 SCHOENERSVILLE ROAD
396108	GOOD SHEPHERD HOME-BETHLEHEM	2855 SCHOENERSVILLE ROAD
396109	JOHN HEINZ SENIOR REHAB CARE	150 MUNDY STREET
396110	KINDRED HOSPITAL PITTSBURGH - NORTH SHORE	1004 ARCH STREET, THIRD FLOOR
396110	KINDRED HOSPITAL PITTSBURGH - NORTH SHORE	1004 ARCH STREET, THIRD FLOOR
396113	HEALTH CENTER AT THE HILL AT WHITEMARSH, THE	4000 FOX HOUND DRIVE
396114	CHATHAM ACRES	315 EAST LONDON GROVE ROAD, PO BOX 1

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

BETHLEHEM	PA	18017	(610) 807-5600
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BETHLEHEM	PA	18017	(610) 807-5600
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WILKES-BARRE	PA	18702	(570) 830-8995
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ALLEGHENY	PA	15212	(412) 323-5800
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ALLEGHENY	PA	15212	(412) 323-5800
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LAFAYETTE HILL	PA	19444	(215) 402-8600
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CHATHAM	PA	19318	(610) 869-2456
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/28/2009

11/09/2009

03/17/2010

04/22/2010

09/23/2010

10/12/2010

03/03/2011

04/21/2011

07/14/2011

09/07/2011

03/19/2010

04/14/2010

11/04/2011

12/05/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

a resident's needs.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Potential for minimal harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396114	CHATHAM ACRES	315 EAST LONDON GROVE ROAD, PO BOX 1
396114	CHATHAM ACRES	315 EAST LONDON GROVE ROAD, PO BOX 1
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

CHATHAM	PA	19318	(610) 869-2456
CHATHAM	PA	19318	(610) 869-2456
WYNDMOOR	PA	19038	(215) 233-6200
WYNDMOOR	PA	19038	(215) 233-6200
WYNDMOOR	PA	19038	(215) 233-6200
WYNDMOOR	PA	19038	(215) 233-6200
WYNDMOOR	PA	19038	(215) 233-6200

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/04/2011

12/05/2011

11/30/2011

12/12/2011

05/26/2009

06/30/2009

10/15/2009

12/14/2009

10/15/2009

12/14/2009

04/23/2010

07/14/2010

08/03/2010

10/02/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
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Health	Resident Rights Deficiencies
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Health	Quality Care Deficiencies
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Health	Nutrition and Dietary Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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Health	Quality Care Deficiencies
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396115	WYNDMOOR HILLS HEALTH CARE & REHAB CENTER	8601 STENTON AVENUE
396117	WELLINGTON TERRACE	1361 EAST BOOT ROAD
396120	PHOEBE WYNCOTE	208 FERNBROOK AVENUE
396120	PHOEBE WYNCOTE	208 FERNBROOK AVENUE
396121	MILLCREEK COMMUNITY HOSPITAL TRANSITIONAL CARE	5515 PEACH STREET
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

WYNDMOOR	PA	19038	(215) 233-6200
WYNDMOOR	PA	19038	(215) 233-6200
WYNDMOOR	PA	19038	(215) 233-6200
WEST CHESTER	PA	19380	(484) 653-1200
WYNCOTE	PA	19095	(215) 885-2620
WYNCOTE	PA	19095	(215) 885-2620
ERIE	PA	16509	(814) 868-7658
MECHANICSBURG	PA	17055	(717) 458-0930

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

08/03/2010

10/02/2010

08/09/2011

08/25/2011

08/09/2011

08/29/2011

07/15/2010

08/27/2010

12/04/2008

01/21/2009

05/23/2011

06/01/2011

01/18/2011

02/11/2011

12/29/2008

02/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

Health Environmental Deficiencies

Health Mistreatment Deficiencies

Health Environmental Deficiencies

Health Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Keep all essential equipment working safely.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Let the appropriate people see and talk to each resident.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
396126	GENESIS HEALTH CARE AT SPRING MILL	3000 BALFOUR CIRCLE
396126	GENESIS HEALTH CARE AT SPRING MILL	3000 BALFOUR CIRCLE
396128	MAPLE FARM	604 OAK STREET

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

MECHANICSBURG PA 17055 (717) 458-0930

PHOENIXVILLE PA 19460 (484) 920-6200

PHOENIXVILLE PA 19460 (484) 920-6200

AKRON PA 17501 (717) 859-1191

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

03/11/2010

04/15/2010

03/11/2010

04/15/2010

08/17/2010

10/12/2010

08/17/2010

10/12/2010

07/09/2010

08/25/2010

10/14/2010

11/02/2010

08/24/2011

10/21/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19144	(215) 951-8500
PHILADELPHIA	PA	19144	(215) 951-8500
PHILADELPHIA	PA	19144	(215) 951-8500
PHILADELPHIA	PA	19144	(215) 951-8500
PHILADELPHIA	PA	19144	(215) 951-8500
PHILADELPHIA	PA	19144	(215) 951-8500
PHILADELPHIA	PA	19144	(215) 951-8500

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/28/2010

07/30/2010

01/06/2011

02/15/2011

01/06/2011

02/15/2011

01/06/2011

02/15/2011

02/03/2011

02/15/2011

02/03/2011

02/15/2011

04/13/2011

05/18/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Hire enough skilled workers to carry out dietary service.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

396129	WILLOW TERRACE	ONE PENN BOULEVARD
396130	WHITESTONE CARE CENTER	370 WHITE STONE CORNER ROAD
396130	WHITESTONE CARE CENTER	370 WHITE STONE CORNER ROAD
396131	LIFECARE HOSPITALS OF PITTSBURGH SNF UNIT	100 S JACKSON AVE
396131	LIFECARE HOSPITALS OF PITTSBURGH SNF UNIT	100 S JACKSON AVE
396131	LIFECARE HOSPITALS OF PITTSBURGH SNF UNIT	100 S JACKSON AVE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19144	(215) 951-8500
STROUDSBURG	PA	18360	(570) 476-1600
STROUDSBURG	PA	18360	(570) 476-1600
PITTSBURGH	PA	15202	(412) 734-7600
PITTSBURGH	PA	15202	(412) 734-7600
PITTSBURGH	PA	15202	(412) 734-7600
SCRANTON	PA	18503	(570) 961-4300
SCRANTON	PA	18503	(570) 961-4300
SCRANTON	PA	18503	(570) 961-4300
SCRANTON	PA	18503	(570) 961-4300

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

06/22/2011

07/11/2011

02/10/2012

02/24/2012

02/10/2012

02/24/2012

12/01/2011

01/06/2012

12/01/2011

01/06/2012

12/01/2011

01/06/2012

11/03/2009

12/07/2009

11/03/2009

12/07/2009

11/03/2009

12/07/2009

11/03/2009

12/07/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health	Quality Care Deficiencies
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies
Health	Pharmacy Service Deficiencies
Health	Environmental Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Resident Rights Deficiencies
Health	Pharmacy Service Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18503	(570) 961-4300
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SCRANTON	PA	18503	(570) 961-4300
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SCRANTON	PA	18503	(570) 961-4300
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SCRANTON	PA	18503	(570) 961-4300
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SCRANTON	PA	18503	(570) 961-4300
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SPRING CITY	PA	19475	(610) 948-2400
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SPRING CITY	PA	19475	(610) 948-2400
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SPRING CITY	PA	19475	(610) 948-2400
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

11/03/2009

12/07/2009

02/22/2010

04/23/2010

08/11/2010

10/01/2010

08/11/2010

10/01/2010

05/24/2011

07/23/2011

01/21/2010

02/15/2010

02/19/2010

03/31/2010

07/23/2010

09/21/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.

Provide food in a way that meets a resident's needs.	Isolated	Minimal harm or potential for actual harm
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Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern	Minimal harm or potential for actual harm
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Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
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Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
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Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
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Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
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Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
39A436	DELAWARE VALLEY VETERAN'S HOME	2701 SOUTHAMPTON RD
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

SPRING CITY	PA	19475	(610) 948-2400
PHILADELPHIA	PA	19136	(215) 965-0301
HOLLIDAYSBURG	PA	16648	(814) 696-5356
HOLLIDAYSBURG	PA	16648	(814) 696-5356
HOLLIDAYSBURG	PA	16648	(814) 696-5356
HOLLIDAYSBURG	PA	16648	(814) 696-5356
HOLLIDAYSBURG	PA	16648	(814) 696-5356
HOLLIDAYSBURG	PA	16648	(814) 696-5356

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

07/23/2010

09/21/2010

03/10/2010

03/19/2010

02/06/2009

04/10/2009

02/06/2009

06/09/2009

02/06/2009

04/10/2009

02/06/2009

04/10/2009

02/06/2009

04/10/2009

02/06/2009

04/10/2009

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health Environmental Deficiencies

Health Quality Care Deficiencies

Health Mistreatment Deficiencies

Health Quality Care Deficiencies

Health Quality Care Deficiencies

Health Resident Assessment Deficiencies

Health Administration Deficiencies

Health Administration Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.		
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

02/06/2009

04/10/2009

02/06/2009

04/10/2009

02/06/2009

06/09/2009

02/06/2009

04/10/2009

02/06/2009

06/09/2009

02/06/2009

06/09/2009

05/17/2010

06/11/2010

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

to review and ensure quality.		harm
Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
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39A438	SOUTHWESTERN VETERANS CENTER	7060 HIGHLAND DRIVE
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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HOLLIDAYSBURG	PA	16648	(814) 696-5356
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PITTSBURGH	PA	15206	(412) 665-6823
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# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

10/01/2010

10/12/2010

10/14/2011

11/29/2011

10/14/2011

11/29/2011

10/06/2011

11/28/2011

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

# nursing home complaints

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Keep safe, clean and homelike surroundings.

Pattern

Potential for minimal harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm